

QUICK REFERENCE PHONE DIRECTORY

211 Waukesha

(formerly 1st Call for Help)...211 or 262-547-3388

Department of Senior Services.....262-548-7828

Elder Abuse.....911 or 262-548-7828

Mental Health Association.....262-547-0769

Veteran Services262-548-7732

ADD YOUR FAVORITES

**PLEASE DIAL 911 FOR ALL LIFE-THREATENING
AND EMERGENCY SITUATIONS.**

2004

Senior Sources

A Directory of Useful Information

Waukesha County Department of Senior Services
Administration Center
1320 Pewaukee Road, Room 130
Waukesha WI 53188
Phone - (262) 548-7828
Fax - (262) 896-8273
<http://senior.waukeshacounty.gov>

Mission Statement

*The mission of the Waukesha County Department of Senior Services
is to affirm the dignity and value of older people through
services, support and opportunities, which promote choice,
independence and community involvement*

*The Department of Senior Services intends to fulfill this mission
with the assistance of our partners: older people and their families,
and the community as a whole including business, community
agencies and all levels of government.*

We hope that you will find "Senior Sources" helpful. Please contact our
Department if you need any further assistance.

Cathy Bellovary, Director
Waukesha County Department of Senior Services

**This publication may be translated or interpreted in other
languages - Call (262) 548-7828 for assistance.**

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"Senior Sources" is a publication of the Waukesha County Department of Senior Services. Our purpose is to provide a source of useful and reliable information about services and programs for older people in Waukesha County. These services and programs are provided by the Department of Senior Services as well as many other agencies and organizations involved with older people. We have included some general information, including eligibility requirements, fees or donations when known. If you need more details, you can call the telephone number listed or the Department of Senior Services Information & Assistance Line at (262) 548-7828.

The Department of Senior Services does not endorse, rate, comment, or evaluate resources, programs, or providers; therefore, the Department of Senior Services does not assume, warrant, or guarantee the quality of services provided. The Department of Senior Services does not imply any sort of endorsement by inclusion in this resource directory. All information in this booklet is based upon the best information available at the time of publication, and the Department of Senior Services assumes no responsibility for changes, errors or omissions.

PUBLIC HEALTH INFORMATION

HEALTH SERVICES and EDUCATION:

Waukesha County Public Health Division.....(262) 896-8430
**FAX (262) 896-8387**
**TDD (262) 896-**
8234
615 West Moreland Blvd Waukesha WI 53188

Service: Adult immunizations. Call for appointment and costs.

Service: International Travel Program provides education and immunizations needed for safe travel to foreign countries. Call for appointment and costs.

Service: Family Health Clinics provide health assessments, screening and education. Call for appointment.

Services: In home ongoing care coordination, assessment and monitoring of health problems. Call for appointment.

HELPFUL TIPS

“To Have a Good Life”

A survey of thousands of people in 15 countries shows what respondents say they need in order to continue to have a good life:

1. Being able to go about one’s business independently - free of physical burdens.
2. Being able to see and hear well.
3. Have energy & pep.
4. Have mobility - able to participate in normal activities.

“To Maintain A Good Life”

The first step is identification of all of one’s needs and to arrange resources and services that fit those needs. Many will make the home safer and decrease the chance of accidents while increasing the feeling of safety and security. Others will enable a person to maintain a lifestyle that suits him or her while successfully managing his or her chronic conditions.

A needs assessment is provided with possible solutions to meet those needs (*check costs and minimum of hours of more than one provider before deciding). One may assess himself/herself and set up helpful services. If hospitalized, ask the discharge planner (RN or SW) to assess all appropriate needs before going home. That person may work closely with the Department of Senior Services to determine previous companies providing those services for continuity of care and possible funding sources.

A family meeting is suggested to determine who can assist with various tasks and which tasks can personally be done. The remaining are the tasks with which the Department of Senior Services Senior Sources Directory of Resources can assist you to obtain.

CHECK ALL THAT APPLY		
Independent	Needs Some Help	Totally Dependent
<u>FOOD (pgs 39, 48)</u>		
Able to Cook	Family cooks-freezes Private providers Housekeeper Homemaker Order from Restaurant Goes to Congregate site (Transport \$1.00 each way to ride). Financial-Food Pantry.	Private Providers DOSS Home Delivered Meals (Call 262-548-7848). Nutritional Supliments-H2O Meal Replacements-Keto Shake. Family-lives with/oversees Thickener for liquids-if chokes
<u>USE OF UTENSILS</u>		
Able to hold by self	Durable Medical Equipment (eating aids, swivel spoons, foam plate guards, high-sided dishes)	Fed by Family / 24 hr. care. Home Health assistant
<u>GROCERY SHOPPING (pg 37)</u>		
Able to Shop	Family, Friends, Neighbors takes person Interfaith takes person.	Family, Friends, Neighbors do shopping Interfaith shops.
<u>HOMEMAKER (pg 39)</u>		

	Able to Clean	Family, friends help. Homemaker Co. Make a list of tasks person cannot do: Clean immediate living space, garbage, cooking, bills, check/clean refrigerator. Call DOSS 548-7848 for Funding?	Family, friends do Homemaker Co. does it all. Make a list of tasks. Call DOSS at 548-7848 for Funding?
<u>BATHING (pg 35)</u>			
	Able to Shower Grab Rails Handheld showerhead- Call DOSS 548-7848	Housecleaner present while showering. Shower / Transfer bench. Call DOSS for handheld showerhead and grab rails Home Health Co-assist wash, dry, lotion, set hair, cut nails, clean bathroom, change linen. Call DOSS for Funding?	Home Health Care Co. Products i.e. Comfort Bath, Shampoo Tray or Cap, Tissues, Nail Clippers, Straight-toenails, Curved-fingernails, Lotion-rub skin-wipe dry, Minimal Powder Use. Use of Long Term Care Insurance pays for care-check daily limit. Shower/Sponge bath/Bed bath
<u>CHORES</u>			
	Able to cut grass, shovel snow, rake leaves, grocery shopping, errands	Family, Friends Neighbors Private Pay Service Interfaith Caregiving- No charge. Family Meeting-task list included	Family, Friends, Neighbors. Private Pay Service. Interfaith Caregiving. Consider moving to an apartment. Family meeting-task list
<u>TRANSPORTATION</u>			
	Drives safely. Has valid license. Could pass driver & written test. Does not get lost. ER-Family, 911. Go to Doctor-hospital van?	Family, friends, neighbors. Interfaith Caregiving. County subsidized. ER-Family, 911. Go to Doctor-hospital van?	Family, friends neighbors. County subsidized. ER-Family, 911, ER Alert system.
<u>ACTIVITY</u>			
	Able to socialize by self	Needs suggestions. Leisure activities.	Adult Day Center Medical Staff. Cognitive stimulation. Respite and support for

			caregiver. Interactive Respite videos. Reminiscence. 6 County Contracts: Caring Place, Catholic, Charities, Curative Greater Waukesha & Meno Falls, & Ocon. Caregiving resources & Caregiving items to check out- Call DOSS 548-7848. Harmonica-recreation & increases respirations
<u>CAREGIVER INFORMATION</u>			
	Exercise to stay healthy. Eat main one-noon. Relieve Caregiver stress. Continue to socialize. Call DOSS for assistance with information, support, and products.	Exercise with someone Chair exercises Stress-Choose battles Socialize-Friends, visiting program	
<u>MEDICAL/DENTAL CARE</u>			
	Sees Doctor. Low-income clinics: St Joseph's Medical /Dental (Waukesha), Community Nursing Clinic (Pewaukee), Lake Area Free Clinic (Ocon), Community Outreach Health Clinic-(Men. Falls), Waukesha Family Practice Clinic-Dental Services Podiatrist-covered under Medicare	See own Doctor Low-income clinics: Saint Joseph's Medical/Dental Clinic (Waukesha), Community Nursing Clinic (Pewaukee), Lake Area Free Clinic- (Ocon), Community Outreach Health Clinic- (Men. Falls), Waukesha Family Practice Clinic- (Waukesha)	Call own Doctor Call own Dentist Visiting Physicians 414-543-9600 Call Mobile Dentist 262-786-4776 Various Dental Programs
<u>VISUAL CONCERNS</u>			
	Wears glasses	Has a visual Diagnosis Relearn tasks Call 548-5862 Financial need-Lions Clubs Services for the Blind.	Legally Blind or Blind Relearn tasks Call 548-5862.
<u>HEARING CONCERNS</u>			

	Slight deficit-maintaining	Hard of Hearing-Hearing Aid Center for Deaf/HOH for assistive hearing equipment	Deaf-Communication Devices Communication Techniques Sign Language
<u>ISOLATION</u>			
	Socially active Leisure-pg	Goes with family. Adult Day Center-volunteer or attend. Leisure with family. Friendly visitor. Call DOSS 548-7848. Project Reassurance.	Stays at home. Friendly visitor or special needs visitor-Call DOSS 548-7848. Project Reassurance. Family takes turns calling
<u>MEDICAL EQUIPMENT/ SUPPLIES</u>			
	None Raised toilet seat Grab bars-Call DOSS 548-7848. Handheld showerhead-Call DOSS. Lift Chair.	Cane, Walker, Wheelchair, Raised toilet seat, Grab bars-Call DOSS 548-7848. Handheld showerhead-Call DOSS 548-7848. Bed Pads (table pads), Urinal, Bedpan-regular/Fracture Pan, Commode, Basket on walker for telephone	Hospital Bed & pads-Call DOSS 548-7848. Lift Chair/Pads (table pads). Tissues & mouth swabs. Gowns/ cut shirts. Patient Lift-Unable to walk. Tears eye drops. Q-tips to moisten for nose. Humidifier-winter. Fan or A/C- summer. Straws/plastic glasses. Towels, pillows, small cloths. Toe/fingernail clipper and small basin-soak feet/hands. Lotion-for massages. Fever (ill) Ibuprofen/thermometer. Medical graph-track info. Gatorade-ER-dehydration. Antibiotic cream. Shampoo tray-inflatable. Lip balm.
<u>OXYGEN USE</u>			
	None	Oxygen Mask/Cannula-prongs go into nose-gets dry-non-petroleum ointment	Oxygen 24-hours Do not smoke-flammable Elevate head Ointment-nose/lips
<u>URINARY CONCERNS</u>			
	Continent	Dribbles-Incontinent Briefs/Pads	Incontinent-full brief

	Taking Diuretic-take at times of day to fit in	of various sizes and retention capabilities	day/nighttime retention Moisture Barrier Cream Wipes. External or Foley Catheter Benzalkonium. Chloride antiseptic towelette-clean catheter area. Vinegar-rinse catheter & drainage bag Retention of urine-self-catheterization
<u>SWALLOWING</u>			
	Able to swallow	Difficulty-remind to do Thick It-makes liquids easier to swallow. Sit up straight-use a straw Cue to remind to do-words. Cue-show sucking motion. Give time to swallow	Unable to swallow-get Doctor's order for Hospice Care (death is imminent-emotional caregiver support)
<u>BEHAVIOR CONCERNS (pg 55)</u>			
	None	Acting out/Combative-Call for Geriatric Assessment Appt. Call Psychiatrist involved-inform to get medication to become more cooperative. Use of interactive videos-Call DOSS at 548-7848	Violent. Request to go voluntarily to hospital-call ahead to Doctor. If refused, call 911 if dangerous to self or others.
<u>AMBULATORY</u>			
	Able to walk.	Unsteady. Use a cane or walker. Use a wheelchair- conserve energy-enjoy outing-get Doctor's order-covered by Medicare-if walks only very, very short distance-ask for lightweight, arms that are removable when sitting still put feet on floor	Unable to walk. Use Patient Lift-covered by Medicare-get prescription. Hospital Bed-covered by Medicare-get prescription. Use Alternating Bed Pad-Call DOSS 548-7848 Range of motion of neck, shoulders, arms, elbows, wrists, hands, fingers, hips, knees, ankles, feet, and toes. Massage of pressure points on which the person was just lying Keep linen and skin dry. Check out ways to position a person in bed-pillow between

		legs and to support upper shoulder when on side and raise legs when on back.
<u>CONFUSION/MEMORY CONCERNS</u>		
Able to remember. Made out POA: Finance, Healthcare, Do not Resuscitate?	Slight impairment. Makes appointment for Geriatric Assessment. Get a baseline to use as memory declines	Severe Memory Loss. Make assessment appt to see if competent. If refused call to report Elder Abuse-Neglect if very dangerous setting-262-548-7848
<u>MEDICATION COSTS/CONCERNS</u>		
Has coverage or co-pay	Saint Joseph's Clinic will cover 50% if eligible. Senior Care Call DOSS for application/directions and eligibility 548-7848. Ask Doctor for samples. Ask Doctor to prescribe to decrease the number of pills. Call for Benefit Specialist appointment for other insurance questions-548-7848. Call DOSS for Canadian Programs at 548-7848. Have local pharmacy deliver.	Call DOSS Benefit Specialist for help 548-7848. Medications set up for person by Nurse-family. Use Medicine monitor Machine-Call DOSS 548-7848 or have pharmacy set up.
<u>POOR CIRCULATION</u>		
No	Elevate legs often-no pooling of blood in feet. Lift chair or lounge chair. Cleanse feet and apply lotion. Do not soak if Diabetic. Care with nail care. Wear protective shoes. Wear appropriate shoes for weather-no freeze or excessive perspiration. Exercise and move joints.	If open sores get Doctor's order for wound care by Home Health Care Co.-covered by Medicare. Alternating Pressure Pad-Call DOSS 548-7848. When healed-prevent them-check suggestions under "Needs Some Help" Lift chair-if can barely walk-lift mechanism is covered under Medicare-have to get a Doctor's order.
<u>FALLS</u>		

	<div>Steady on feet</div> <div>Steady on feet-uses walker or cane</div>	<div>Needs walker-protects on 3 sides. Take up scatter rugs. Have good lighting. Walk outside with someone. Have an ER Alert system. What occurs when standing up? Check blood pressure. Eating? Low blood sugar? Drinking? Drinking enough? Confusing medications or time? Problems with Diabetes or Thyroid? Vision problems? Proper lighting? Feeling in feet? Amputated foot or partial? Home cluttered? Commode in bathroom? Raised toilet seat with rails. Shower or transfer bench. Confusion? Get Geriatric Assessment. Weak? Weight loss? WHY? Safe shoes? Wear shoes or socks only = very slippery! Incorrect clothing-pants too long Or ties on ground? Go to Doctor for a diagnosis-continue to go until there is one. Purchase a hip protector-Call DOSS 548-7848. Exercise-Range of Motion. Walk (not alone), Lift weights, Swim, Get a massage. Emergency Alert System. Carry mobile phone. Call police department to help person up.</div>
<u>HOUSING (pg 78 & 81)</u>		
<div>Able to live alone in home or apartment</div>	<div>Able to live alone with services as necessary. Live with relative-pay rent and Expenses. If has finances-assisted living- up to \$3,000/mth PP. If finances-Community Based Residential Facility (CBRF)-24-hour Care in a family-like setting-up to \$3,000/mth PP. (Finances gone-move.)</div>	<div>Live alone with 24-hour care-if able to find it. Live with relative. Live in a Nursing Home-check care given-some staffing problems exist.</div>
<u>SEVERE CONDITIONS</u>		
	<div>Yes-bring in services to help</div>	<div>If terminal and not having active treatment get Doctor's order for Hospice Care (if eligible Medicare will cover) and has around 6 months to live (may be signed up for another 6 months if necessary). Hospice has a team: RN manager, chaplain, SW, CAN, and volunteers for respite and can provide emotional support to carry out POA wishes and Grief counseling. There is a Hospice in home, in a facility-unique care to meet every need and person's wishes if possible (pg 59). Relief of</div>

		pain to any degree if wished under Hospice Guidelines.
<u>BENEFIT SPECIALIST (pg 44 and 94)</u>		
Call Department of Senior Services – Benefit Specialist at 548-7828. Complete Power of Attorney for Health Care and Finance (Advance Directives) Obtain forms from Doss—Call 262-548-7848 There are no right or wrong answers-just one’s wishes expressed in writing so one’s wishes are followed when one is unable to speak For other concerns: Social Security, Medicare, Insurance, Financial, Housing, Taxes, Budget, Medication, Reverse Mortgage Counseling for Waukesha County residents only.		

<u>EMERGENCY</u>	<u>CALL 911??</u>
Conditions which may require one to use the Emergency Service = 911: 1-Profuse BLEEDING - apply pressure to the site 2-Severe pain, a pressure-like feeling in the chest In Dementia: frown, grimace, wide open eyes or eyes closed tightly, Crying, agitated, restless, wringing hands, clenching fists, moaning, no appetite, sleeplessness, disruptive, aggressive, refuses help/care, temp, pacing 3-Pain in abdomen (stomach area) 4-Shortness of breath, difficulty breathing, or NO BREATHING 5-Numbness, paralysis (unable to move a body part) 6-Possible fracture – shoulder, arm, leg, hip, ankle, etc. 7-After a fall 8-NO PULSE 9-Seizure 10-Passing (in urine or stool) or Vomiting Blood 11-Face drooping or slurred speech or drooling	
*After this evaluation, have a family meeting (include all possible assistants) -Make a list of what the person is able to do safely -Make a list of the tasks the person is not able to do -Allow all involved to volunteer to assist with the tasks -Purchase the services of the tasks that remain -Check with the church and organizations in which the person was active -Check with DOSS if you have any questions 548-7848 -Call for a Community Options Program Assessment 548-7212 ***Explain the consequences of refusing assistance that is obviously needed***	

Helpful Hints:

“To Keep Cool”

Your body has a unique ability to maintain its normal temperature whether it is hot or cold outside. The hotter and muggier the weather, the harder the body has to work to keep cool. The heart beats faster and sweating cools the body but depletes the body of water and minerals. One must not exercise strenuously because muscle creates 20 times more heat when at work than at rest.

1. Stay in air-conditioned building.
2. Drink 2 - 4 glasses of water every hour during outdoor work to prevent dehydration.
3. Wear light, loose clothing, a hat and use sunscreen as sunburn makes it difficult to shed heat effectively.
4. Avoid waterproof or gel based sunscreens in very hot weather unless in the water. They cause the sweat to slide off instead of evaporating which is the natural cooling mechanism of the body.

“To Keep Warm”

1. Wear layers of loose clothing - cover head & neck.
2. Stay dry - body & hair.
3. Bundle up when you go to bed - blankets, socks, long underwear.
4. Eat nourishing meals and warm drinks.
5. Avoid alcohol & caffeine.
6. Stay in touch with people - have someone call you daily.
7. Many drugs for high blood pressure, depression, nervousness, or sleeping often decrease one's body ability to keep warm.
8. When going outside wear mittens (not gloves), hat, warm coat with layers of clothes under it, more than 1 pair of socks and boots.

Weather conditions to be aware of:

Frostbite

Frostbite is damage to body tissue caused by freezing of the tissue. Frostbite causes a loss of feeling and a white or pale appearance in extremities, such as fingers, toes, ear lobes, or the tip of the nose. Get medical help immediately. If you must wait for help, slowly re-warm affected areas.

Hypothermia

Hypothermia occurs when the body temperature drops too low. Warning signs include uncontrollable shivering, memory loss, disorientation, slurred speech, drowsiness, and apparent exhaustion. If a person's temperature is below 95°F (35°C), seek medical care immediately.

If medical care is not available, begin warming the person slowly. Get the person into dry clothing and wrap them in a warm blanket covering the head and neck. Do not give the person hot beverages or food; warm broth is better. Do not warm extremities (arms and legs) first. This drives the cold blood toward the heart and can lead to heart failure.

Overexertion

Cold weather puts an added strain on the heart. Exercise such as shoveling snow or pushing a car can bring on a heart attack or make other medical conditions worse.

"Caregiving"

Caregiving is a great responsibility and challenge. The Department of Senior Services offers to facilitate a family meeting and determine which tasks can be done by whom, which tasks can be done at no charge or a shared cost or private pay. This takes much of the stress off of the main caregiver and brings the family together with increased communication. Tasks include bathing, housekeeping (cleaning, laundry, refrigerator, change bed linens), lawn & snow removal, transportation, getting & setting up medications; meals, nails, paying bills, repairs on house or car, etc.

Twelve Steps for Caregivers

1. Although I cannot control the disease process, I need to remember I can control many aspects of how it affects my relative and me.
2. I need to take care of myself so that I can continue doing the things that are most important.
3. I need to simplify my lifestyle so that my time and energy are available for things that are really important at this time.
4. I need to cultivate the gift of allowing others to help me, because caring for my relative is too big a job to be done by one person.
5. I need to take one day at a time rather than worry about what may or may not happen in the future.
6. I need to structure my day because a consistent schedule makes life easier for my relative and me.
7. I need to have a sense of humor because laughter helps to put things in a more positive perspective.
8. I need to remember that my relative is not being "difficult" on purpose; rather that his/her behavior and emotions are distorted by the illness.
9. I need to focus on and enjoy what my relative can still do rather than constantly lament over what is gone.
10. I need to increasingly depend upon other relationships for love and support.
11. I need to frequently remind myself that I am doing the best that I can at this very moment.
12. I need to draw upon a Higher Power, which I believe is available to me.

Reprinted with permission from The American Journal of Alzheimer's Care and Related Disorders & Research, November/December 1989.

Remember to preserve a loved one's sense of self & self-worth and try to see the world around them as they might be seeing it but always take care of yourself! Nurture their spirit by offering a smile, giving a compliment, asking an opinion, patting someone on the back, sharing a hug, offering help and calling someone by name.

"Precautions to Protect Yourself Against Crime"

1. Do not converse with, or provide information to, unknown telephone callers.
2. Never prominently display or flash large amounts of money or valuables.
3. Never tell strangers or discuss in public the amount of money you have or what valuables you own.
4. Carry money in places other than purses or hip pockets.
5. When possible, travel in the company of others.
6. When walking or traveling in a car, choose busy and well-lit streets.
7. Avoid walking close to buildings, shrubs, alleys or anything that may provide an assailant a hiding place.
8. Avoid traveling, shopping or visiting in high crime areas.
9. Never open the door without knowing who is there. If a stranger is unable to produce proper credentials, the door should not be opened.
10. Keep all doors locked when in the home.
11. When in the yard or garden, lock the doors in the house.
12. Never leave the house without locking it up, including the windows.
13. When buying something or dealing with money, do not be distracted from the business at hand.
14. Carry your purse close to the body to discourage purse-snatchers.
15. Keep car doors locked when driving. Keep windows rolled up enough to prevent others from reaching inside.
16. When at stop signs, keep the car in gear.
17. Always lock the car when leaving it.
18. Never pick up a hitchhiker.
19. Avoid deserted areas (such as public restrooms or laundry rooms).
20. Be cautious about entering isolated areas (such as elevators and parking areas) when alone.

21. Make sure that effective locks are on all doors and windows.
22. Keep the area surrounding your home well lit.
23. Take special care of your house and car keys.
24. Attach no type of identification to your house or car keys.
25. Have locks reset when moving into a new residence.
26. Women living alone should use last name and initials in telephone directories or on mailboxes.
27. When leaving home for extended periods of time, plan to maintain your home's "lived-in" appearance.
28. Mark valuable possessions with an electric etching tool.
29. Be wary of financial or business opportunities that are "too good to be true". They usually are.
30. Sign no contract until a knowledgeable person, such as a lawyer or banker, has checked it.
31. Give no advance money to persons who come to the door and offer to perform home or yard services. Business transactions with traveling repairpersons should be avoided.
32. Avoid hiding house or car keys. Criminals know most of the hiding places.
33. Before entering a car, check to see if anyone is hiding in it.
34. When returning home, have your keys ready to open the door immediately.
35. Try not to keep a large amount of money or valuable items in the home.
36. Report any and all crimes or attempted crimes to the police.

ABUSE / NEGLECT / FRAUD OF OLDER PEOPLE

Department of Senior Services.....(262) 548-7828
(Waukesha County)**FAX (262) 896-8273**

1320 Pewaukee Road Room 130 **Waukesha** WI 53188

Service: Reports of elder physical, material or emotional abuse, neglect or self-neglect which do not occur in a licensed facility or a licensed home care agency are investigated. Callers who report abuse may choose anonymity.

Days/Hours: Mon - Fri (8am - 4:30pm) At other times, on weekends or holidays, call your local law enforcement agency.

**State of Wisconsin Board on Aging and Long-Term Care
Ombudsman(800) 815-0015**

819 N 6th St Rm 619 **Milwaukee** WI 53202

Service: Reports of improper treatment of older people and the disabled receiving long-term care in state-licensed agencies or facilities such as nursing homes and group homes will be investigated if the mistreatment is by an employee.

**Bureau of Quality Assurance Department of Health & Family
Services.....(414) 227-5000**

Nursing Home Complaints.....(414) 227-4916

Assisting Living Complaints.....(414) 227-4565

Service: To state a concern regarding nursing home care and licensing of CBRF and Adult Day Care. Obtain information regarding any claims filed against the facility.

Veterans Office (Consumer Affairs)(202) 273-5770

Service: Concerns or complaints about services at VA facilities.

Veterans' Service Office.....(262) 548-7732

500 Riverview Ave **Waukesha** WI 53188

Service: Information, advocacy and assistance for veterans and their families concerning financial aid and other benefits.

ADVOCACY BENEFITS

AARP Membership.....(800) 424-3410

American Association of Retired Persons (also in Spanish)

Alliance for Retired Americans.....(888) 633-4435

.....**Membership (888) 373-6497**

Service: Advocacy for seniors nationwide. Provides current information legislation & policies affecting seniors.

www.retiredamericans.org

Benefit Specialists for People Under 60.

(414) 291-7520, Ext 309

Consumer Product Safety Commission.....(800) 638-2772

Service: Hotline for questions and complaints about hazardous

consumer products and product recall information.

Division of Disability & Elder Services.....(414) 227-2005

Service: Handles licenses of CBRF & Adult Family Homes; certifies Adult Day Care and takes complaints on the above.

Fraud - Report of possible cases of fraud.....(262) 548-7117

Waukesha County Sheriff

Service: Call to report incident to be investigated.

OR contact your local police department where you live.

Gray Panthers.....(800) 280-5362

Service: Advocates health care, housing, safe environment, education and peace for the elderly.

IRS Taxpayer Advocate.....(877) 777-4778

Service: Advocates for taxpayers regarding Federal tax problems.

La Casa de Esperanza.....(262) 547-2856

410 Arcadian Avenue **Waukesha** WI 53186

Service: Advocacy for Hispanics in community

Mail Preference Service

P O Box 9008 Farmingdale NY 11735

Service: To remove name from all 3rd class mailing lists.

Medicare Plus Choice Information.....(877) 333-0202

Medicare Parts A and B(800) 944-0051

Medicare Fraud Investigation Hotline.....(800) 447-8477

Customer Service.....(414) 224-6000

Fraud Reporting..... (800) 531-9695

Out of Milwaukee Area (800) 558-1584

If you suspect fraud, or have any questions about the bill, call the Medicare carrier or intermediary who sent you the payment notice.

National Medicare Fraud Hotline.....(800) HHS-TIPS

.....**(800) 447-8477**

National Fraud Information Line.....(800) 876-7060

Office of the Commissioner of Insurance.....(800) 236-8517
123 E. Wilson Street PO Box 7873 **Madison** WI 53707-7873
Service: Regulates and enforces insurance laws, agent licensing.

Federal Trade Commission.....(202) 326-2222
For advertising & investment frauds and freedom of information
act information. www.ftc.gov

Telephone Preference Service
P O Box 9014 Farmingdale, NY 11735
Service: To remove name from calling lists.

Southeastern Wisconsin Area Agency on Aging
.....**(262) 821-4444 or (877) 333-0202**
.....**Fax (262) 821-4445**
125 N. Executive Drive Suite 102 **Brookfield** WI 53005

Department of Senior Services.....(262) 548-7828
(Waukesha County) 1320 Pewaukee Road Room 130
Waukesha WI 53188

Waukesha County Veterans Services.....(262) 548-7732
500 Riverview Avenue **Waukesha** WI 53188

Wisconsin Senior Olympics.....(262) 821-4444
.....**(877) 333-0202**
.....**Fax (262) 821-4445**
125 N Executive Dr #102 Brookfield WI 53005
aging@execpc.com Operating Agency: **Southeastern WI Area Agency on Aging, Inc**
Eligibility: 50 years and over

Women's Center, Inc.....(262) 547-4600
Legal Advocacy Project.....(262) 547-4600
726 N East Avenue **Waukesha** WI 53186
Service: Assists women in obtaining restraining orders, some attorney referrals, counseling, employment counseling, and shelter for victims of domestic violence and sexual assault. Support group for grandparents parenting grandchildren plus respite.

Remove Name from Telemarketing Lists.....(866) 966-2255

CAREGIVERS

Alzheimer's Association of Southeastern Wisconsin
6130 W. National Ave. Milwaukee WI 53214
.....**(414) 479-8800 or (800) 922-2413**
www.alzheimers-sewi.org
Service: 6-week caregiver training and various support groups.

American Association of Retired Persons... (202) 434-2277
Children of Aging Parents.....(800) 227-7294
Provides caregivers with information referrals, and a network of support groups.

Caregiving Online <http://www.caregiving.com>
This website offers online support through a newsletter

Careguide.com <http://www.careguide.net/careguide/index.jsp>
This website is a personal resource for caregivers

Children of Aging Parents.....(215) 945-6900
Web address: <http://www.caps4caregivers.org>

Eldercare Locator.....(800) 677-1116
This is a nationwide service for finding area agencies on aging. These agencies can help you find services such as adult day care, home aids, and social workers in your area.

Empowering Caregivers <http://www.care-givers.com>
Get an online caregiver newsletter

National Administration of Aging.....(202) 619-7501
Web address..... <http://www.aoa.dhhs.gov>

National Caregiving Foundation.....(800) 930-1357
Offers advice on all aspects of caregiving.

National Family Caregivers Associations....(800) 896-3650
Provides resource referrals and information for caregivers.

Senior Service, Waukesha Cnty Dprt of.....(262) 548-7848
-Senior Services Caregiver Resource Library
Service: Books, tapes & printed material on all caregiving issues. Are loaned on a monthly basis. Can be mailed to the caregiver's home. Topics include Alzheimer's, Stroke, Parkinson's, Mental Health and general caregiver needs. **Call Waukesha County Dept of Senior Services.(262) 548-7828**

-Monthly Caregiver Newsletter, Call office to be placed on the mailing list.

-Taking Care of You Training-Powerful Tools for Caregiving
Powerful Tools For Caregiving is a six-week curriculum that helps caregivers build effective communication skills, reduce personal stress, set important and realistic goals, learn how to make tough decisions, and communicate effectively with medical staff. Call for details and times.

-Grandparents/Raising and nurturing Dependent Children Newsletter Offering support and information.

The Caregivers Handbook: Assisting both caregivers and care receiver.....
<http://www.acsu.buffalo.edu/~drstall.hndbk0.html>

Senior Care Web..... <http://www2.seniorcareweb.com>
The Well Spouse Foundation.....(800) 838-0879
Local Telephone.....(262) 363-3254
Web address..... <http://www.wellspouse.org>

CONSUMER ASSISTANCE

AARP Tax Aide Program
(A service provided in cooperation with the federal IRS)
Service: Assistance in completing tax forms at many sites in Waukesha County from February 1-April 15.
Cost: No charge.
Eligibility: Low to moderate-income senior citizens.
Intake: Contact Department of Senior Services at (262) 548-7848 for location in your community.

Better Business Bureau.....(414) 847-6000
Service: Combat consumer fraud – complaints and reports on companies

Consumer Information Center
P.O. Box 100 Pueblo, CO 81009
Service: Lists of federal government publications about autos, health, food, money, management, nutrition, housing, employment, and education.

Consumer Credit Counseling Services(414) 482-8801
414 W. Moreland Blvd **Waukesha** WI 53186
Service: Debt management - acts as mediator between client and creditors. Budget & financial counseling.

Covenant Health Care – Covenant VIP.....(262) 785-2291
19333 W North Avenue **Brookfield** WI 53005 (Elmbrook Hosp)
Service: Sorting through bills, newsletters, script save cards, other discounts programs, Lifeline and medical equipment, health education, health screening and advisors to link with assistance.

Homestead & Income Tax Credit Inquiries(414) 227-3883

Internal Revenue Service.....(800) 829-1040
.....TTY/TDD (800) 829-4059
.....Fax (703) 368-9694
www.irs.gov for information & forms

Lawyer Referral & Information Services State Bar of Wisconsin.....(800) 362-9082

Mail Preference Service - Direct Marketing Association
P O Box 9008, Farmingdale NY 11735
Service: To remove name from all 3rd class mailing lists.

Office of Consumer Protection and Citizen Advocacy
.....(800) 422-7128
Service: Provide information and referrals for consumer complaints, i.e., fraud. The Agency contacts business and performs arbitration and mediation.

Waukesha County Medical Society.....(262) 695-7412
Wisconsin Department of Revenue.....(262) 521-5310
141 NW Barstow Room 158 **Waukesha** WI 53188

COUNSELING

The Addiction Resource Council(262) 524-7921
.....**Fax (262) 524-7932**
W228 N683 Westmound Dr **Waukesha** WI 53186
Service: Prevention, intervention, education and support for recovery, outreach.

Catholic Charities.....(262) 547-2463
741 N Grand Ave Ste 210 **Waukesha** WI 53186
Service: Individual and family counseling available for older adults, their families and caregivers.

Behavioral Medicine Center(262) 544-2396
.....**FAX (262) 544-1213**
725 American Avenue Waukesha, WI 532188
Services: Psychiatry, psychotherapy and counseling services for older adults – behavior is a primary concern.

Current Clinical Trials Program of Rogers’s Memorial Hospital
.....**(877) 676-6600**
11101 West Lincoln Avenue **West Allis** WI 53227
Services: Clinical trials or psychiatric medicine scheduled throughout the year-call for current research trials.

Grief Counseling - Dept. of Senior Services(262) 548-7828

La Casa Outpatient Clinic.....(262) 928-4402
210 NW Barstow St #110 **Waukesha** WI 53186
Service: Provide individual, group and family therapy, chemical dependency therapy & HIV prevention case management. English/Spanish

First Call for Help.....211 OR (262) 547-3388
.....**Fax (262) 547-1609**
Service: Provides telephone counseling for emergencies, crisis and suicide intervention, 24-hours a day, 7 days a week. Can offer phone services in other languages, including Spanish.
Cost: No charge.

Mental Health Center.....(262) 548-7950
.....**Fax - (262) 896-8046**
1501 Airport Road **Waukesha** WI 53188
Services: Inpatient services.

National Alliance for Mentally Ill (NAMI).....(262) 524-8886
217 Wisconsin Avenue #311 **Waukesha** WI 53186

The HELP Center-Mental Health Association....(262) 547-3388
.....**Fax (262) 896-8046**
1501 Airport Road, Waukesha WI 53188
Service: A program which provides free short term counseling (3 to 5 sessions) to assist one in identifying specific problems, assessing them, and determining solution options. Referrals and connections to community resources based on identified options are available.

Waukesha County Dept Of Health & Human Services Mental Health Clinic(262) 548-7666
500 Riverview Ave **Waukesha** WI 53188
Service: Waukesha County Department of Health and Human Services provides outpatient, emergency outpatient, community support program, psychiatric day treatment and inpatient mental health services. Call **548-7666** for a mental health intake worker 8:00 a.m. - 4:30 p.m. to answer questions and help find the right services to meet your needs. After hours and on weekends call **547-3388** for crisis intervention assistance. The Waukesha County Mental Health Center is located at 1501 Airport Road, Waukesha, WI 53188.
Inpatient Services: treats individuals in need of hospital care in order to stabilize symptoms, adjust medication as needed and return to the community safely.
Community Support Program (CSP): provides treatment, rehabilitation, outreach and support services to adults with a

long-term mental illness. Program goals include reducing incidence of inpatient stays and improving the person's quality of life in the community. A case manager coordinates support services and assists in the management of the client's mental illness.

Psychiatric Day Treatment: is a highly structured outpatient program serving clients with major mental illness. It provides a wide range of group therapies, psychiatric services and medication management. Case management services assist the client in the development of an individualized treatment plan. Day treatment contracts with a variety of agencies to meet individual client needs.

Outpatient Clinic: located at 500 Riverview Avenue, provides mental health and AODA services to individuals of all ages including individual, group and family therapy, psychiatric evaluation, consultation and medication management, emergency mental health assessment and case management services.

Call (262) 548-7666.

Fee Information: Costs are covered by a variety of sources, sometimes more than one: Medicare, Medicaid, private insurance, HMOs, Medical assistance and patient fees.

Waukesha County Mediation Center.....(262) 544-1647
414 W Moreland Blvd Rm 204 **Waukesha** WI 53188

Service: Types of disputes: small claims, neighbor problems, domestic problems, juvenile disputes, consumer/merchant, workplace, victim/offender, business disputes and landlord/tenant problems. Community problems

Fee: Depends on type of case.

Women & Families Psychotherapy Resources, Inc
.....(262) 542-0123
626 W Moreland Blvd **Waukesha** WI 53188

Service: Psychotherapy for families & older adults. Home visits are available.

EDUCATION

AARP 55 Alive and Tax Aid.....(888) 227-7669
Local course information

Carroll College.....(262) 524-7373
100 N. East Avenue **Waukesha** WI 53186

Covenant Health Care Golden Resource Center
.....(414) 447-3850
5000 W Chambers **Milwaukee** WI 53210
Service: Free information on medical concerns.

Elderhostel State of WI..... (877) 426-8056
.....**FAX (262) 242-0247**
10144 N. Port Washington Road Mequon WI 53092
Service: Non-profit organization that sponsors education programs for people over 55. Call for catalogue. This program is an on-campus experience for elders. Group living study experience during weeklong courses. Free time and planned activities in the classroom.

Elmbrook Church.....(262) 796-5728
777 S Barker Road **Brookfield** WI 53045

Service: Senior seminars: Classes on a variety of subjects of interest to senior adults.

Cost: No charge for classes. Optional lunch charge.

Intake: Call to register. Classes held Fridays (other than first) from 10-12 noon.

Service: First Friday Fellowship. Varied programs for senior adults followed by a fellowship lunch.

Cost: \$5

Intake: Call for reservation.

Service: Fitness program Monday, Wednesday & Friday from 9 - 10 am. Walking, range of motion and low impact exercise.

Cost: No charge.

Intake: Walk-in slowly/Walk out energetically.

Hispanic Resource Center.....(262) 928-4181
210 NW Barstow Street, #109, Waukesha, WI 53186

Literacy Council of Greater Waukesha.....(262) 547-7323
217 Wisconsin Avenue #16 Waukesha WI 53186

Learning in Retirement Program.....(262) 695-3473

Community Education.....(262) 691-5578

University of Wisconsin Extension.....(262) 548-7770
1320 Pewaukee Road Waukesha WI 53188

University of Wisconsin – Waukesha.....(262) 521-5460
1500 University Drive Waukesha WI 53188

Waukesha County Technical College (WCTC)...262) 691-5566
800 Main Street Pewaukee WI 53072

YWCA.....(262) 547-1872
306 N West Avenue Waukesha WI 53186

YMCA.....(262) 542-2557
320 E. Broadway Waukesha WI 53186

Call Local Hospitals for their schedule of classes.

EMPLOYMENT

AARP (American Assoc. of Retired Persons) .(202) 434-2277
Publications regarding the older worker.

Disability in Business Technical Assistance Center
.....(800) 949-4232

Equal Employment Opportunity Commission..(800) 669-4000
(EEOC) Enforces the Americans with Disabilities Act (ADA).
Provides information on vocational rehabilitation.

Job Accommodation Network.....(800) 526-7234
Explains rights under ADA and work accommodation possibilities.

Wider Opportunities for Women (WOW).....(202) 464-1596

Women Work!.....(202) 467-6346
Service: Assists in education, training and employment for women of diverse backgrounds.

Division of Vocational Rehabilitation.....(262) 548-5850
Waukesha State Office Building 141 NW Barstow St #157
PO Box 1349 Waukesha WI 53187
Service: Evaluation, counseling, training and placement services for jobseekers that are disabled; assist elderly in adapting to different disabilities.

Equal Employment Opportunity Commission..(800) 669-3362
Service: Publications regarding employment discrimination.

Goodwill Industries (VETAP).....(262) 970-6011
Service: Vocational education, training & placement for persons referred by Waukesha County Mental Health Clinic.

Benefit Specialist for people under 60.....(414) 291-7520
Service: Assistance with employment issues only in Ozaukee, Washington & Waukesha counties.

Wisconsin Job Information Service(262) 695-7760
Member of Workforce Development Center
892 Main Street Pewaukee WI 53072

Kaiser Employment Center.....(262) 695-7920
Workforce Development Center
892 Main Street Pewaukee WI 53072
Service: Assist dislocated employees and public assistance recipients in job training.

Waukesha Training Center.....(262) 547-6821
300 S Prairie Avenue Waukesha WI 53186
Service: Employment for persons with disabilities.

Workforce Development Center.....(262) 695-7800
892 Main Street **Pewaukee** WI 53072
Service: Source of directory that lists services available to job seekers, including resume writing, skills assessment, interviewing techniques and more. Also includes opportunities for seniors 55 years and older.

FAMILY SUPPORT SERVICES

Adult Day Centers

All these Waukesha Adult Day Centers offer the following services:

- State Certified facilities
- Medication supervision and/or administration
- Personal grooming, bathing (whirlpool at select centers), hair and nailcare
- Nutritious noon meals and healthy snacks
- Wide variety of individualized and stimulating activities (music, art, pets)
- Social interaction and reminiscence
- Physical and mental stimulation
- Quiet, comfortable areas for resting
- Affordable cost-effective fees
- Caregiver resource library
- Caregiver education and support
- Financial assistance-call for eligibility

Care-Age of Brookfield.....(262) 821-3939
.....Fax (262) 821-3944
1755 N Barker Road **Brookfield** WI 53045 (Open 24 hours a day)

Catholic Charities Adult Day Services and Resource Center
.....(262) 782-0740
.....Fax (262) 782-0024
13700 W National Ave **New Berlin** WI 53151 (7 am – 5 pm M-F)

(Catholic Charities Best of Friends Club.....(262) 547-2463
1755 N Calhoun Rd **Brookfield** WI 53005 (9 am –2 pm Tues/Fri))

The Caring Place.....(262) 542-6388
.....Fax (262) 542-4660
810 N East Ave **Waukesha** WI 53186 (7:30 am – 5 pm M-F)

Curative Senior Care Center.....(262) 574-9147
.....Fax (262) 574-1058
149 Wisconsin Avenue **Waukesha** WI 53186 (7 am – 6 pm M-F)

Lutheran Social Services
Greater Menomonee Falls Adult Day Services... (262) 251-9406
.....Fax (262) 251-3246
W180 N7863 Town Hall Rd **Menomonee Falls** WI 53051
(Located in Gloria Dei Lutheran Church) (7:30 am –4:30 pm M-F)

Lutheran Social Services Waukesha Adult Day Center
.....(262) 896-3443
.....Fax (262) 896-3450
W226 N555A Eastmound Dr **Waukesha** 53186 (7 am –5 pm M-F)

Oconomowoc Adult Day Center (7 am – 5 pm M-F)
869 E Summit Ave **Oconomowoc** WI 53066.....(262) 569-0486
.....Fax (262) 569-0413
849 E Summit Ave **Oconomowoc** WI 53066.....(262) 569-0432
.....Fax (262) 569-0349

Shorehaven Adult Day Center.....(262) 567-8341
.....Fax (262) 567-0273
1306 W Wisconsin, **Oconomowoc** 53066 (8 am –4:30 pm M-F)

Veteran Affairs Adult Day Health Center.....(414) 384-2000
.....X 41970
5000 W National Avenue, **Milwaukee** WI 53295

Home Health Care (Personal Care)

Home Health Care agencies offer a range of services to assist in caring for someone at home. These services vary from agency to agency and may include light house cleaning, nursing care, bathing, meals and nutrition counseling. Please call the respective agencies for details on their services.

ADL Corp......(262) 363-4400
.....Fax (262) 363-3199
318 N. Rochester Street, **Mukwonago** WI 53149

Covenant Home Health Care & Hospice.....(262) 780-4200
.....Fax (414) 535-6902
9688 W Appleton Avenue **Milwaukee** WI 53225

Curative Care Network(262) 574-9147
.....Fax (262) 574-1058
149 Wisconsin Ave **Waukesha** WI 53186

Heartland Home Health Care & Hospice.....(262) 641-6620
.....Fax (262) 641-6624
13255 W Bluemound Rd #100 **Brookfield** WI 53005

Home Instead(262) 436-4663
.....Fax (262) 436-5626
2422 N. Grandview Blvd., #204 **Waukesha** WI 53188

Horizon Home Care & Hospice Inc......(414) 365-8300
.....Fax (414) 365-8336
8949 N Deerbrook Trail **Brown Deer** WI 53223

Lake Country Home Care.....(262) 567-6373
37518 Valley Road, Unit B, **Oconomowoc** WI 53066

LS Professional Comfort Homes, Inc......(262) 781-0448
.....Fax (262) 781-1307
14665 W Lisbon Rd Suite 2A **Brookfield** WI 53005

Lutheran Social Services.....(262) 896-3444
.....Fax (262) 896-3450

W226 N555 A Eastmound Drive **Waukesha** WI 53186

Preferred Home Health Services.....(414) 774-3901
.....Fax (414) 774-0356
10919 W. Bluemound #201 **Milwaukee** WI 53226

ProHealth Home Care & Hospice.....(262) 928-7444
.....Fax (262) 928-7446
1020 James Dr Suite E **Hartland** WI 53029

Quality Living Services.....(262) 524-8855
.....Fax (262) 524-3966
1013 Canterbury Lane **Waukesha** WI 53188

St. Camillus Supportive Home Services.....(414) 258-2418
.....Fax (414) 259-4534
10101 W Wisconsin Avenue **Wauwatosa** WI 53226

Visiting Nurse Assoc. of WI (VNA).....(414) 327-2295
.....Fax (414) 328-4496
11333 W National Ave **Milwaukee** WI 53227

Community Options Program.....(262) 548-7212

Service: This program matches a person's long-term care needs with the best community services available to meet those needs. An assessment is first conducted to identify how many of these needs can be met by his/her own informal support system and by outside sources. Based upon the assessment and available resources, recommendations can be made to stay in one's home or in another community setting. Financial assistance may be available based on eligibility.

Cost: No charge for assessment or individual plan.

Service: Supportive Home Care provides limited services for people who need minimal to moderate assistance to live independently at home.

Intake: Call for details and further information.

This listing is of agencies serving Waukesha County. For information on other agencies, call the Waukesha County Department of Senior Services at 548-7828.

Chore Services

Interfaith Caregiving Network Inc.....(262) 549-3348
..... Fax (262) 549-0436

210 N.W. Barstow **Waukesha** WI 53188

Service: Volunteers donate services such as window washing, snow removal, leaf raking, grocery shopping, storms and screens, lawn mowing, errands, friendly visitor and transportation to assist older persons to remain in their residence.

Intake: Call for details.

Helping Hands Service Lutheran Homes of Oconomowoc
.....(262) 567-8341 Ext. 170
1306 W Wisconsin Avenue **Oconomowoc** WI 53066

House Doctors - Small Home Repairs.....(262) 780-4545

SAYES.....(262) 860-8720

13750 W. National Ave **New Berlin** WI 53151

Service: Voluntary youth group organized to assist elderly with chores.

Clothing / Personal Goods

Department of Health & Human Services.....(262) 548-7212
500 Riverview **Waukesha** WI 53186

Cooperating Congregations of Waukesha Cnty (262) 549-8726
401 W Main Street **Waukesha** WI 53186

Cooperating Churches of Sussex.....(262) 246-9860
AKA **Sussex area Outreach Services (SOS)**
N63 W23626 Silver Spring Drive **Sussex** WI 53089

Goodwill Industries.....(262) 547-5023
1400 Nike Drive **Waukesha** WI 53186

Lake Country Caring.....(262) 646-5679
418 Main Street **Delafield** WI 53018

North Lake Food Pantry and Clothes Closet...(262) 966-2191
W314 N7462 Hwy 83 **North Lake** WI 53064

St. Vincent De Paul Society of Waukesha.....(262) 547-3281
305 East Main Street **Waukesha** WI 53186

Shoppe on Grand.....(262) 547-9528
140 N Grand Avenue **Waukesha** WI 53186

Emergency Alert Services

ADT Companion Alert.....(262) 821-4444
Through SEWAAA – ask for John

Carelink Emergency Response.....(800) 525-6237
Service: Emergency monitoring system by Healthcom.

Direct Link.....(262) 695-3900
131 E. Wisconsin Ave. #101 **Pewaukee** WI 53072
Service: Help at the touch of a button. Home emergency monitoring
Intake: Call for details

Lifeline.....(888) 669-2273
Service: A personal emergency response system attached to the subscriber's telephone. During an emergency, the subscriber pushes a button and a Lifeline communicator dials the phone and sends an emergency signal to a 24 hours monitoring system.
Intake: Call for details.

Midwest Security & Fire, Inc.
Midwest Medical Alarms.....(414) 727-1946
..... Fax (414) 727-1948
9733 W. Greenfield Avenue, Ste 202, West Allis WI 53214
Service: Caregard - A personal/medical emergency response system that offers "round the clock protection."
Intake: Call for details

Project Reassurance

Oconomowoc Hospital ("Tele-Care").....(262) 569-0293
Interfaith (Waukesha County).....(262) 549-3348
Hartland Police & Fire Department.....(262) 367-2323
Waukesha Fire Dept (City of Waukesha).....(262) 524-3657

Service: A daily phone contact program for older people.

Intake: Programs may differ; call for details.

Protective Services and Guardianships.....(262) 548-7212

Waukesha County Department of Health & Human Services
500 Riverview Ave **Waukesha** WI 53188

Service: Assistance for adults in need of supportive or protective services to ensure their own safety and well-being.

Intake: Call for more details.

Response Link of Southeastern Wisconsin.....(262) 780-0848

Medication and health test reminders, and check-in-monitoring

Vial of Life - American Red Cross.....(262) 542-6672

2220 Silvernail Rd **Pewaukee** WI 53072

Service: A means to provide medical and drug information to paramedics and Emergency Medical Technicians. A card provided to an older person for listing the medical information is placed in a vial, which is kept in the refrigerator for paramedics and Emergency Medical Technicians during an emergency.

Intake: Call for details.

Call Department of Senior Services for more information

.....(262) 548-7848

Homemaker Services

Homemaker Services may include light housekeeping and cleaning, meal planning, cooking and laundry. Services and costs vary with each agency. Please call for details (minimums).

ADL Corporation.....(262) 363-4400

.....Fax (262) 363-3199

318 N Rochester Street **Mukwonago** WI 53149

Catholic Charities.....(262) 547-2463

.....Fax (262) 547-8002

741 N Grand Ave, #210 **Waukesha** WI 53186

Covenant Home Health.....(414) 535-7070

9688 W Appleton Avenue **Milwaukee**, WI 53225

Curative Care Network.....(262) 574-9147

.....Fax (262) 574-1058

149 Wisconsin Avenue **Waukesha** WI 53186

Grand Assistance.....(262) 567-2055

39677 Mary Lane **Oconomowoc** WI 53066

Helpmates Home Health Services.....(262) 547-6719

.....Fax (262) 547-9218

222 Park Place **Waukesha** WI 53186

Home Helpers (Non-medical in-home care).....(262) 695-7717

.....Fax (262) 695-1683

131 E. Wisconsin Ave. #101 **Pewaukee** WI 53072

Home Instead Senior Care.....(262) 436-4663

.....Fax (262) 436-5626

2422 N Grandview Blvd #204 **Waukesha** WI 53188

Horizon Home Care & Hospice.....(414) 365-8300 Ext. 271

.....Fax (414) 365-8334

8949 N. Deerbrook Trail **Brown Deer** WI 53223

Lake Country Home Care.....(262) 567-6373

423 Charles St **Oconomowoc** WI 53066

ProHealth Home Care.....(262) 928-7444

.....Fax (262) 928-7446

1020 James Drive Ste E **Hartland** WI 53029

Quality Living Services.....(262) 524-8855

.....Fax (262) 524-3966

1013 Canterbury Lane **Waukesha** WI 53188

Rent A Daughter, LLC.....(414) 479-0029
.....Fax (414) 479-0144
10125 W North Avenue **Wauwatosa** WI 53226

St. Camillus Supportive Home Services.....(414) 259-6333
.....Fax (414) 259-4534
10100 W Bluemound Road **Wauwatosa** WI 53226

Visiting Angels.....(262) 695-4418
.....Fax (262) 695-7461
N17 W25081 Bluemound Rd **Pewaukee** WI 53072

Respite Care (Caregiver Assistance)

Respite or relief time for a caregiver is possible when the individual who is being cared for is temporarily placed under someone else's care. This care can be short-term or occasional and is available in several forms: in-home care, adult day care or residential-based care. For details on these options and possible financial assistance, call the Waukesha County Department of Senior Services at 548-7828.

In-Home Respite Agencies

ADL Corporation.....(262) 363-4400
.....Fax (262) 363-3199
618 N Rochester Street **Mukwonago** WI 53149

Caring Angels.....(262) 814-1884
.....Fax (262) 814-1848
2665 S Moorland Road **New Berlin**, WI 53151

Catholic Charities.....(262) 547-2463
741 N Grand Avenue Suite 210 **Waukesha** WI 53186
Curative Care Network.....(262) 574-9147
149 Wisconsin Ave **Waukesha** WI 53186

Heartland Home Health Care & Hospice.....(262) 641-6620
13255 W Bluemound Rd Suite 100 **Brookfield** WI 53005

Helpmates.....(262) 547-6719
222 Park Place **Waukesha**, WI 53186

Home Helpers.....(262) 695-7717
131 E Wisconsin Avenue, Suite 101 **Pewaukee**, WI 53072

Home Instead.....(262) 436-4663
.....Fax (262) 436-5626
2422 N Grandview Blvd #204 **Waukesha** WI 53188

Horizon Home Care & Hospice
.....(414) 365-8300 or (800) 468-4660
8949 N Deerbrook Trail **Brown Deer** WI 53223

Interfaith Network for Volunteer Caregivers.....(262) 549-3348
210 NW Barstow St Suite 101 **Waukesha** WI 53188

LS Professional Comfort Homes.....(262) 781-0448
14665 W Lisbon Road Suite 2C **Brookfield**, WI 53005

Visiting Angels.....(262) 695-4418
N17 W25081 Bluemound Road **Pewaukee**, WI 53072

In-County Respite Facilities

Country Castle Home-New Berlin.....(414) 607-1010
21530 Lochleven Lane **New Berlin**, WI 53146

Christian Family Care Homes, Inc......(262) 547-9550
3 Locations in Waukesha: Michigan Street. Green Valley Drive, and Manhattan Drive

Congregational Home: Brookfield.....(262) 781-0550
3150 Lilly Road **Brookfield**, WI 53005

Fairview Homes.....(262) 786-5900
6 Locations:
-Fairview Elm Grove Place-12 beds
260 S Elm Grove Road **Brookfield**, WI 53005
-Fairview House-8 beds
1820 W Moor Terrace **Elm Grove**, WI 53122

-Fairview Meadows-8 beds
2310 Hillsdale Drive East **Brookfield**, WI 53005
-Fairview Manor-10 beds
N51 W16244 Fair Oak Parkway **Menomonee Falls**, WI 53051
-Fairview Forest Grove-8 beds
13800 Forest Grove Road **Brookfield**, WI 53005
-Fairview Hawthorne Court-8 beds
470 Scarlett Hawthorne Court **Brookfield**, WI 53045

Golden Oaks Home-New Berlin.....(262) 544-1189
21600 W Cleveland Avenue **New Berlin**, WI 53146

Linden Grove Health Care Center-Waukesha.....(262) 524-6400
425 N University Avenue **Waukesha**, WI 53188

National Regency - New Berlin.....(262) 789-1699
13750 W National Avenue **New Berlin**, WI 53151

New Perspective I and II: Brookfield.....(262) 821-1821
16690 and 16720 W Greenfield Avenue **Brookfield**, WI 53005

Oak Hill Terrace.....(262) 548-1457
1805 Kensington Dr **Waukesha**, WI 53188

Sunnyridge Home-Pewaukee.....(262) 691-8785
1302 Sunnyridge Road **Pewaukee**, WI 53072

The Arboretum.....(262) 253-0909
W180 N7890 Town Hall Rd Menomonee Falls, WI 53051

Twin Oaks: Delafield.....(262) 646-4146
N4 W31511 Twin Oaks Drive **Delafield**, WI 53018

Waukesha Springs Health and Rehab Center-Waukesha
.....(262) 548-1400
1810 Kensington Drive **Waukesha**, WI 53188

Wynwood House: Brookfield.....(262) 789-7499
660 Woefel Road **Brookfield**, WI 53005

Out Of County Respite Facilities

Luther Manor.....(414) 464-3888
4545 N 92nd Street **Milwaukee**, WI 53225

The Glen Supported Living and Adult Day Center
.....(262) 473-9876
1281 W Main Street **Whitewater**, WI 53190

Lake Terrace East and Lake Terrace West-Franklin
.....(414) 425-8090 or (414) 425-1493
6751 S 68th Street and 6771 S 68th Street **Franklin**, WI 53132

Oak Crest.....(414) 764-3303
4 Locations:
Oak Crest Franklin House-8 beds (seldom has openings)
7599 Francis Court **Franklin**, WI 53132
Oak Crest Retirement Home-40 beds (majority of respite)
10507 South Chicago **Oak Creek**
Oak Crest Villa-20 beds
8765 W Forest Home Avenue **Greenfield**
Blakewood House-8 beds (seldom has openings)
3407 Blakewood Avenue **South Milwaukee**

Senior Home West Bend.....(262) 335-1992
831 E Washington Street **West Bend**, WI 53095

Support Group

There are numerous support groups available. For current information, please call the Waukesha County Dept. of Senior Services at (262) 548-7828.

FINANCIAL ASSISTANCE

American Association of Retired Persons...(888) 227-7669
Tax Aide

Department of Senior Services..... (262) 548-7828
1320 Pewaukee Road Room 130 **Waukesha** WI 53188

Service: Assistance in preparing applications for programs of relief such as: Financial Assistance Applications preparation, Food Stamps information, Fuel Assistance information, Medical Assistance (Title 19) preparation, Partnercare, Property Tax Deferred Loan, Home Equity Conversion Program - Waukesha County, Reverse Mortgage Counseling-Waukesha County only, Other counties: (800) 217-6970. Ask for housing counseling agencies in your county.

Intake: Call for details on programs and eligibility.

Cooperating Congregations of Waukesha.....(262) 549-8726
401 W Main Street **Waukesha** WI 53186

Energy Services Inc.....(262) 549-9666
217 Wisconsin Ave Suite 201 Waukesha WI 53186

Service: Energy Assistance Program-one time energy grant per heating season. Apply September 1 - May 15 only.

Intake: Call for details on eligibility.

Application Appointments.....(800) 506-5596

Hebron House of Hospitality.....(262) 549-8724
134 W North Avenue **Waukesha** WI 53186

Internal Revenue Services.....(800) 829-3637
Provides information on taxes

La Casa de Esperanza.....(262) 547-0887
410 Arcadian Avenue **Waukesha** WI 53186

Medical Assistance Recipient Services Hotline..(800) 362-3002

Service: Answer questions for those who receive straight Medicaid (i.e. Title 19, Medical Assistance) including coverage, billing, and prior authorization. Also provides referrals to dentists/dental service providers who accept Title 19. Do not serve those who receive Medicaid in HMO form.

Social Security.....(262) 542-7253 or (800) 772-1213
707 N Grand Avenue **Waukesha** WI 53186

St. Joseph's Medical & Dental Clinic.....(262) 544-6777
826 N East Avenue **Waukesha** WI 53186

Service: Low income Medical, Pharmacy & Dental assistance

Veterans' Service Office.....(262) 548-7732
500 Riverview Ave **Waukesha** WI 53188

Service: Information, advocacy and assistance for veterans and their families concerning financial aid and other benefits.

Intake: Call or stop at the office.

Department of Health & Human Services.....(262) 548-7212
500 Riverview Ave **Waukesha** WI 53188

Service: Financial assistance is provided in several areas through the following programs:

Medical Assistance (Title 19) Information - 548-7708

Application - 548-7330

Economic Assistance - 548-7280

Community Options Program (Access) - 548-7212

Kinship Care Information - 548-7323

Food Stamps

BASIC Program

Financial Assistance Applications

Alzheimer's Family Support Program

Intake: Call for details on programs and eligibility.

WHEDA Property Tax Deferral Loan Program....(262) 548-7828
Service: Provide low interest deferred loans for tax purposes for income eligible individuals.

FOOD

Food Pantries

Service: Providing food for needy in several county locations.

Eligibility: Low-income persons.

Intake: Contact the food pantry nearest you at the location and hours listed below. Hours may be subject to change.

Butler Food Pantry.....(262) 781-9521
St Agnes Church, 12801 W Fairmount Avenue **Butler** WI 53007
Pickup by appointment.

Eagle Pantry.....(262) 594-5200

St Theresa Church, 136 W Waukesha Road **Eagle** WI 53119
Every Wednesday 9 - 10:00am

Food Pantry of Waukesha County.....(262) 542-5300
215 W North Street **Waukesha** WI 53188
1pm - 3pm Monday through Friday
6pm - 8pm Thursday
9:30 - 11:30 am Saturday

Hartland Area Food Pantry(262) 367-6373
229 Lawn Street **Hartland** WI 53029
1:30 - 2:30pm Wednesday; 10 - 11am Saturday

Kettle Moraine Food Pantry(262) 968-6466
All Saints Lutheran Church 705 W Tomlin Rd **Wales** WI 53183
10 - 11am Tuesday Thursday Saturday

Kitchen K cupboard Food Pantry.....(262) 363-8485
Mt. Olive Lutheran Church, 211 Main St
PO Box 8 **Mukwonago** WI 53149 9:30 -11:30 A. M. Thursday

Menomonee Falls Pantry.....(262) 251-4912
Hiawatha School Room 115, N84 W16579 Menomonee Ave
Menomonee Falls WI 53051
1 - 2pm and 6 - 7pm Tuesday and Thursday

Mukwonago Food Pantry.....(262) 363-3452
325 Eagle Lake Ave **Mukwonago** WI 53149
M-T-W 9 – noon, Thurs 5 – 7 pm

New Berlin Food Pantry.....(262) 789-8040
Hickory Grove School, 2600 S Sunnyslope Rd **New Berlin** WI 53151
Serves New Berlin, Muskego, Brookfield & Elm Grove
Noon - 5:00pm Wednesday only (use east entrance)

North Lake Pantry(262) 966-2191 or (262) 538-1640
St Claire's Parish, W314 N7462 Hwy 83 **North Lake** WI 53064
9am - 9:30am Saturday; 8:30am - 9am Tuesday

Oconomowoc Pantry.....(262) 567-7054
355 W Wisconsin Avenue **Oconomowoc** WI 53066

1:30pm - 2:30pm and 6:30 - 7:30, Tuesday and Thursday
9:30am - 10:30am Saturday

Pewaukee Pantry(262) 691-0407
River Hills West Health Care Center, 321 Riverside Drive,
Pewaukee WI 53072
10am - 11am Wednesday and Saturday

Sussex Pantry.....(262) 246-9860
N63 W23626 Silver Spring Drive **Sussex** WI 53089
1:00pm - 2:30pm Wednesday
10am - 12am Saturday; 5:30pm - 7pm Monday

Waukesha Salvation Army.....(262) 547-7367
445 Madison St **Waukesha** WI 53188
1 pm - 4pm Monday through Friday

Meals

Private Home Delivered Meal Providers

There are several private providers serving the county. If you are interested in a home-delivered meal, contact the provider nearest you. For more information, call the Waukesha County Department of Senior Services at 548-7826.

Serving Brookfield and Elm Grove
Elmbrook Hospital.....(262) 785-2157

Serving Dousman, Wales, Summit, Genesee Depot, Delafield, North Prairie & surrounding areas
Dousman Area Churches.....(262) 965-3268

Serving Menomonee Falls, Germantown, Lannon, Sussex and Butler
Horizon Home Care and Hospice.....(414) 365-8300

Serving Pewaukee, Hartland and surrounding areas
Pewaukee River Hills West.....(262) 691-2300

Serving Oconomowoc, Okauchee, Stonebank
Shorehaven.....(262) 567-8341 Ext 166

Serving the City of Waukesha

The Caring Place.....(262) 928-2314
.....Fax (262) 928-4347

Milwaukee Home Delivered Meals.....(414) 672-4440

VNA of Wisconsin Mobile Meals.....(414) 328-4444
Serving parts of New Berlin, Brookfield & City of Waukesha.

Department of Senior Services.....(262) 548-7826
1320 Pewaukee Road Room 130 **Waukesha** WI 53188
Service: Senior Lunch Program - Nutritious meals are served at 13 dining centers throughout the county. Social opportunities, recreational and educational activities as well as information on services, resources and community events for older people are included.
Cost: Suggested donation is \$2.75 or whatever is affordable.
Eligibility: Persons 60 years and older.
Intake: For reservations, call the dining center before 12:00 noon one working day in advance or the office at (262) 548-7826.
Transportation is available by taxi or Rideline.

***Serving Time**

Brookfield - Brookfield Community Center.....(262) 782-1636
2000 North Calhoun Road 53005..... Mon – Fri * 12:00

Butler - Hampton Regency Apartments.....(262) 783-5506
12999 W Hampton Avenue 53007 Mon – Fri *11:45

Delafield - Knoll Crest Apartments.....(262) 646-8838
674 Division Street 53018 Tues Thurs *11:45

Hartland - Breezewood Village Apartments.....(262) 367-5689
400 Sunnyslope Drive 53029 Mon Wed Fri *12:00

Menomonee Falls - Menomonee Falls Community Center
.....(262) 251-3406
W152 N8645 Margaret Road 53051..... Mon – Fri *12:00

Mukwonago - Birchrock Apartments.....(262) 363-4458
280 Birchrock Way 53149 Mon -Thurs * 11:30

Muskego - Muskego City Hall.....(262) 679-3650
W 182 S8200 Racine Ave..... Mon Wed Fri *11:45

New Berlin - National Regency Retirement Community Center
.....(262) 784-7877
13750 West National Avenue 53151 Mon – Thurs *11:45

Oconomowoc - Oconomowoc Community Center.(262) 567-5177
324 W Wisconsin Avenue 53066..... Mon – Fri * 12:00

Sussex - Sussex Mills Apartments.....(262) 246-6747
W240 N6345 Maple Avenue 53089..... Mon – Fri * 11:45

Waukesha - La Casa Village.....(262) 547-8282
1431 Big Bend Road 53189..... Mon Wed Fri * 11:30

Waukesha - Saratoga Heights Apartments(262) 542-8783
120 Corrina Boulevard 53186..... Mon – Fri * 12:00

Waukesha - Willow Park Apartments(262) 547-5001
1001 Delafield Street 53188 Mon Tues Thurs * 11:30

Department of Senior Services.....(262) 548-7828
1320 Pewaukee Road Room 130 **Waukesha** WI 53188
Service: Home Delivered Meals – Nutritious meals (hot and cold) which are delivered to homebound older people with little support.
Cost: Suggested donation is \$4.00 or whatever is affordable.
Hours/Days: Meals will be delivered between 11am & 1pm, Mon-Fri
Eligibility: Homebound persons 60 years and above who do not leave home under normal circumstances. Call for information.
Intake: Menus are available in advance. Call the Waukesha County Department of Senior Services at 548-7826 for reservations.

School Lunch Program

Service: Some schools in the county welcome older people to their school lunch programs.
Intake: Since programs vary, call your local school system.

S.H.A.R.E.....(800) 548-2124
(Self Help and Resource Exchange).....(262) 783-2500
.....Fax (262) 783-2515

Service: Supplementary food packages distributed monthly at many locations.

Cost: \$14.00 in cash/food stamps and two hours of volunteer work for each package purchased. Some locations require more to cover transportation.

Intake: Call for location nearest you.

Outreach Meals – Cooperating Congregations

St. Matthias Episcopal Church, 111 E Main St **Waukesha** WI

Service: Meals served Mon, Wed & Friday evenings at 5:30pm.

Volunteers call: 549-8726

Loaves & Fishes Meal.....(262) 542-2589

St. Joseph's Catholic Church, 822 N East Avenue **Waukesha** WI

Service: Meals served every Sunday at 2:00pm.

Sussex Senior Lunch Program(262) 246-6447

W240 N5765 Maple Avenue **Sussex** WI 53089

Service: Meals served Mon – Thurs 12 Noon

MENTAL HEALTH AND AODA SERVICES

Alcohol and Other Drug Abuse – In case of clients with individual insurance, direct access may be obtained by calling the insurance company's customer service number and asking where that insurance funds AODA treatment in this area. The service representative will give a list of options to choose from. Treatment centers may be called directly and ask for assistance.

Clients with no insurance who would like a non-court-ordered assessment can call Waukesha County Addiction Resource Council **524-7921** and ask for a self-referred assessment. This is a free service. There will be a one-on-one interview with an assessment counselor and a recommendation for the appropriate

level of care at an agency compatible with a persons financial situation. A Human Services funding evaluation may be requested to help with the financial aspects of treatment. You may call the **24-hour helpline at (262) 524-7920** for information on how to access treatment and/or detox services.

In cases of clients having no insurance, which have had previous treatment at Human Services and recognize the need for further treatment you may call Waukesha County Human Services AODA Clinic at **(262) 548-7666** and request an assessment and treatment.

In cases where a person is under the influence of alcohol or other drugs and wants detox, call Lawrence Center at **(262) 548-6900** and inform them that you will be seeking detox services. They will direct you to either Lawrence Center or the nearest Emergency Room. The county may fund a 24 hour detox. There is no medically monitored detox for marijuana or cocaine/crack use.

In cases where a person is using alcohol and/or other drugs and is having extreme physical, social and financial difficulties and is an imminent danger to him/her self or others, a three party commitment may be appropriate. Call Waukesha County Addiction Resource Council at **(262) 524-7921** for a phone screening and information on how to proceed with a commitment.

Behavioral Medicine Center.....(262) 928-4036

725 American Avenue Waukesha WI 53186

Service: Assessment and Referrals – 24 hours.

Inpatient/Outpatient substance abuse treatment program.

La Casa de Esperanza.....(262) 547-2856

410 Arcadian Avenue **Waukesha** WI 53186

Service: Advocacy for Hispanics in community

Lawrence Center for Chemical Dependency...(262) 548-6900

3011 Saylesville Road Waukesha WI 53188

Service: Inpatient/Outpatient substance abuse treatment program.

Lutheran Social Services/Genesis

Halfway House.....(262) 544-0711

1002 Motor Avenue Waukesha WI 53188

Service: Outpatient substance abuse treatment program.

Mental Health Center.....(262) 548-7950

1501 Airport Road Waukesha WI 53186

Service: Inpatient substance abuse treatment program.

Roger's Memorial Hospital.....(262) 646-4411

34700 Valley Road Oconomowoc WI 53066

Service: Inpatient/Outpatient substance abuse treatment program.

Waukesha Cnty Addiction Resource Council....(262) 524-7921

Crisis Line.....(262) 524-7920

W228 N683 Westmound Dr Waukesha WI 53186

Service: Assessment, Information & Assistance, prevention, intervention, 24-hour helpline.

Alzheimer's Disease

Alzheimer's Disease (AD) is an irreversible disorder of the brain, robbing those who have it of memory, and eventually, overall mental and physical function, leading to death. For more information on such research, as well as on biological, epidemiological, clinical, and social and behavioral research on AD, two new publication are available from the National Institute on Aging (NIA): *2001-2001 Alzheimer's Disease Progress Report* and *Alzheimer's Disease: Unraveling the Mystery*, which include a CD-ROM animation of what happens to the brain in AD. The publications may be viewed at NIA's AD-dedicated website at www.alzheimers.org, the Institute's Alzheimer's Disease Education and Referral (ADEAR) Center or order fee by calling ADEAR at *800) 438-4380.

Various AD stages compared to Child Development

<u>Stage of AD</u>	<u>Age & Ability</u>
Stage 3-mild CI.....	12+ years-holds job
Stage 4-mild AD	8-12 simple finances
Stage 5 – mod AD	5-7 select proper clothes
Stage 6a-mod/severe	5 dress self unaided
Stage 6b	4 shower unaided
Stage 6c	4 toilet unaided
Stage 6d	3-4.5 control urine

Stage 6e	2-3 control bowels
Stage 7a-severe AD	15 months 5 – 6 words
Stage 7b	12 months speak I words
Stage 7c	12 months walk
Stage 7d	6-10 months sit up
Stage 7e	2-4 months smile
Stage 7f	1-3 months hold head up

Legal Planning for Incapacity – check Legal Assistance

Southeastern WI Alzheimer's Association.....(414) 479-8800

Helpline.....(800) 922-2413

.....Fax (414) 479-8819

6130 W National Ave #200 Milwaukee WI 53214

Service: Information and referral services for persons with Alzheimer's disease and their families; support group information available.

Department of Senior Services.....(262) 548-7828

1320 Pewaukee Road Room 130 Waukesha WI 53188

Service: Information and Assistance - Provide brochures, support group information, assistance, referral and case management to families involved with a member who has dementia/Alzheimer's disease.

Department of Health and Human Services....(262) 548-7212

Service: The Alzheimer's Family and Caregiver Support Program provides assistance in determining community resources available to families in which a member has Alzheimer's disease or other irreversible dementia. Also pays for unreimbursed costs up to \$4,000 annually for related expenses for the person with dementia.

Eligibility: An assessment will be carried out to determine eligibility.

Service: The Community Options Program matches a person's long-term care needs with the best community services available to meet those needs. An assessment is first conducted to identify how many of these needs can be met by his/her own informal support system and by outside sources. Based upon the assessment and available resources, recommendations can be made to stay in one's home or in another community setting. Financial assistance is available based on eligibility.

Cost: No charge for assessment or individual plan.
Service: Supportive Home Care provides limited services for people who need minimal to moderate assistance to live independently at home.
Intake: Call for details and further information.

Geriatric Assessment/Screenings

Geriatric Assessment includes an evaluation by a social worker, registered nurse, neuropsychologist, geriatric psychiatrist and/or gerontologist. The team discusses each client’s concerns such as mobility, housing, memory, abilities to drive, cook, pay bills, communicate. Suggestions for each concern are made and the client, doctor and family then decide what action to take. The pieces of the puzzle are put together and everyone involved knows what the future holds for them.

- One may considering seeking a geriatric medical assessment if:
- An elder is considering relocation and you’re unsure of the level of care s/he may need. A full evaluation can ensure that s/he selects the right housing arrangement to meet his/her present and (possibly) future needs.
 - An elder’s doctor dismisses his/her ailments as “old age.” Pain, depression, dizziness, incontinence, and memory loss are not normal parts of aging, and thus should be carefully evaluated for possible medical causes.
 - An elder is having difficulty with activities of daily living (i.e., walking, toileting, eating, grooming, dressing) or instrumental activities of daily living (i.e., cooking, shopping, managing medication, doing housework).
 - An elder is experiencing serious memory loss or behavioral changes. While Alzheimer’s Disease or a series of small strokes may be the cause, prescription side effects, psychological disorders, or substance abuse may also produce similar symptoms.
 - An elder’s doctor makes a diagnosis without doing any testing. For example, s/he diagnosis Alzheimer’s Disease without first eliminating other possible cause of memory loss.
 - An elder experiences many ailments that seem to have no cause. There may be an underlying medical condition or psychological problem at the root.

- Treatable Causes of Memory Loss**
- Poor Nutrition** - Body chemistry can become imbalanced from the “tea and toast” syndrome, eating meals lacking the full range of necessary nutrients.
 - Dehydration** - Many people do not drink enough fluids, or consume primarily caffeine beverages, which flush fluids out of the body.
 - Fluctuating blood sugar** - People who develop diabetes late in life may go for years without realizing they should ask their physician to check their blood sugar.
 - Thyroid deficiency** - Possible deficiency can be checked by a physician and remedied with medication.
 - Infection** - Urinary tract or bladder infections are most common, but any infection can cause memory loss.
 - Medication combinations** - Taking multiple pills every day can result in mix-ups or medication interactions.
 - Medication toxicity** - Occasionally, too much medication accumulates in the blood. For example, digoxin (Lanoxin) is a heart medication, which can become toxic.
 - Depression** - Some people lose interest in others and become confused when they get depressed. Antidepressant medication may help significantly.
 - Sensory losses** - Loss of hearing or sight may interfere with orientation to time and place.
 - Lung disease** - Decreased lung capacity may mean insufficient oxygen for the brain. Memory loss may completely resolve when the person goes on oxygen.
 - Cancer** - Tumors in the brain, liver, or other organs can lead to memory loss. Prompt diagnosis may mean that the tumor can be removed or reduced through treatment.
 - Toxic house** - Furnaces can malfunction and leave carbon monoxide in the air producing confusion and sleepiness. Fixing the furnace may restore alertness.

Froedtert Memorial Hospital Senior Health (8am-4: 30pm)
9200 W Wisconsin Ave Milwaukee WI 53226.....(414) 456-7070
.....**In Wisconsin (800) 272-3666**
Froedtert Health Services.....(414) 805-3666
The Geriatric Evaluation Clinic provides a comprehensive medical assessment with recommendations for follow-up.
The Cancer Center Information.....(414) 805-3666
The Geriatric Incontinence Clinic provides assessment

and treatment of urinary incontinence.
The Cardiovascular Center Information.....(414) 805-3666
The Geriatric Psychiatry Clinic provides confidential and comprehensive psychiatric assessment and ongoing treatment.
Cost: Charges vary; call for details.
Intake: Call the Patient Service Coordinator(414) 805-3666

The **Neurology Clinic** provides a comprehensive assessment of dementia/Alzheimer’s Disease.....(414) 805-5220

Rogers Memorial Hospital...(262) 646-4411 or 1(800) 767-4411
.....**Fax (262) 646-3158**
34700 Valley Rd **Oconomowoc** WI 53066
Service: Psychiatric assessment and treatment for seniors, eating disorders, substance abuse, anxiety disorder & depression.

Aurora Sinai Medical Center.....(414) 219-2000 or 1(888) 414-7762
.....**Fax (414) 219-7632**
950 N 12th Street Milwaukee WI 53201

The Geriatric Evaluation Clinic provides a comprehensive medical assessment with recommendations for follow-up.
Cost: Charges vary; call for details.
Intake: Call (414) 219-7300 for appointment or more information

The Geriatric Psychiatry Program provides comprehensive inpatient and outpatient psychiatric evaluation and treatment.
Cost: Charges vary; call for details.
Intake: Call 219-5465 regarding inpatient treatment.
Call 219-7378 regarding outpatient treatment

Regional Parkinson’s Assoc Physicians.....(414) 219-5744

Stowell Associates Selectstaff.....(262) 521-3016
1800 E. Main Street Waukesha, WI
Services: Care management

VA Medical Center.....(414) 384-2000, Ext. 42295
5000 W National Ave Milwaukee WI 53295
Service: Geriatric Evaluation and Management provides inpatient services designed to provide a comprehensive medical

assessment.
Eligibility: Veterans 65 years and above an assessment will be done to determine eligibility.
Cost: No charge.

University of Wisconsin Clinics.....(608) 263-7740
2880 University Ave #9060 **Madison** WI 53705
Service: Evaluation services for seniors
Intake: Charges vary; call for details.

Waukesha Memorial Hospital Senior Health Center
.....(262) 928-7898
.....**Fax (262) 928-4147**
725 American Ave **Waukesha** WI 53188
Service: Evaluation Service for seniors provides neuro-Psychological medical evaluation and follow-up recommendations centering on aging.
Cost: Charges vary; call for details.
Intake: Call between 8 - 4:30pm Mon - Thurs for appointment.

Behavioral Medicine Center.....(262) 544-2396
.....**Fax (262) 544-1213**
Behavior is the primary concern. Psychiatry, psychotherapy, counseling services for older adults.

Driving Evaluations for Seniors

Elmbrook Meml Hospl Rehabilitation Services..(262) 785-2400

Wisconsin Dept of Transportation, Division of Motor Vehicles
For Medical Reasons.....(608) 266-2327
For Non-Medical Reasons..... (608) 266-2325

55 Alive-Mature Driving Class(262) 251-1001

Pre-driving Assessment – OT Department.....(262) 257-3080
A driver’s test includes a knowledge test and demonstration of driving skills.

Nail, Foot, Hair Care

Curative Rehabilitation Podiatry Services.....(262) 574-9147
149 Wisconsin Ave **Waukesha** WI 53186 (Bi-monthly)

Personal (hair) Styles By Mick.....(262) 662-5007

The Caring Place Adult Day Center.....(262) 542-6388
810 N. East Avenue, Waukesha WI 53186
Services: Bimonthly podiatry services

Hospice Care

Angel Grace Hospice (Opening May 1, 2004)..(262) 928-7444
W359 N7430 Brown St Oconomowoc WI 53066
Service: Residential hospice for end-of-life care for all ages.
Intake: Call for Details.

Covenant Home Hospice.....(414) 535-7070
.....Fax (414) 535-7046
9688 W. Appleton Avenue Milwaukee WI 53225
Service: Home Hospice Program provides terminal care under hospice guidelines.
Intake: Call for details.

Horizon Hospice Care.....(414) 365-8300
.....Fax (414) 365-8380
8949 N Deerbrook Trail Milwaukee WI 53223
Service: Provides hospice & home care for the terminally ill. A team of health care and social workers will work with the patient and the family.
Intake: Call for details.

Hospice Preferred Choice, Inc......(414) 649-8302
.....Fax (414) 282-4765
3118 South 27th Street Milwaukee WI 53215
Service: Provides home hospice care for terminally ill under hospice guidelines.
Intake: Call for details

Pro Health Home Care & Rolland Nelson Crossroads Hospice

.....(262) 928-7444 or Toll Free (877) 453-9272
.....Fax (262) 928-7446

1020 James Drive #E Hartland WI 53029

Service: Crossroads Hospice Program provides home care for the terminally ill. A team of health care and social workers will work with the patient and the family.

Intake: Call for details.

Milwaukee Hospice Residential Facility.....(414) 438-8000
.....Fax (414) 438-8010

4067 N 92nd Wauwatosa WI 53222

Service: Seven bed inpatient hospice care unit.

Milwaukee VNA Hospice.....(414) 327-2295
11333 W National Avenue West Allis WI 53227

Service: Provides home care for the terminally ill. A team of health care and social workers will work with the patient and the family.

Intake: Call for details.

Odyssey Health & Hospice Care Inc......(414) 546-3200
.....(888) 280-3332
.....Fax (414) 546-3401
10150 W. National Ave #200 West Allis WI 53227
Service: Provides terminal care under hospice guidelines.

Ruth Hospice Care.....(414) 607-4700
8526 W. Mills Road Milwaukee WI 53225.... Fax (414) 607-4711
8300 W Beloit Road Milwaukee WI 53227... Fax (414) 607-4459
Service: Inpatient terminal care under hospice guidelines.

Vitas Hospice Care.....(414) 257-2600
.....Fax (414) 454-3144
2675 North Mayfair Road, #420, Wauwatosa, WI 53226
Service: Outpatient hospice programs.

Medical Equipment Loans

New and used medical equipment (wheelchairs, walkers, canes, tub chairs and other items) are available. Donations are welcome.

First United Methodist Church(262) 542-4256

121 Wisconsin Avenue, Waukesha, WI 53186

Waukesha County Department of Health and Human Services

.....(262) 548-7670 or (262) 548-7369

500 Riverview Avenue Waukesha WI 53188

*Call (262) 548-7828 for medical equipment information.

**MEDICAL, DENTAL, DIAGNOSTIC, DIALYSIS &
EVALUATION SERVICES**

Services for the Blind

Badger Association of the Blind.....(414) 258-9200

912 N Hawley Rd **Milwaukee** WI 53213

Service: Residential home for the blind educational, cultural and arts and crafts get-togethers, equipment, information and referral.

Eligibility: Visual impaired or restricted field of vision.

Cost: Varies by program.

Intake: Call for more information.

State of Wisconsin Bureau for the Blind.....(608) 266-3109

.....(888) 879-0017

PO Box 7851 **Madison** WI 53707

Service: Rehab teaching of daily living skills, independent living for older blind individuals.

Wisconsin Council of the Blind Inc.....(800) 783-5213

354 West Main Street **Madison** WI 53703-3115

Service: Adaptive equipment, low vision evaluations, scholarships & white canes.

Call your telephone provider to set up the service to call for a telephone number instead of using a telephone book – no charge.

Services for the Deaf

Center For The Deaf And Hard Of Hearing.....(262) 790-1040

3505 N 124th St **Brookfield** WI 53005.....TTY (262) 790-0584

Service: Educational programs on hearing loss in older people, senior hearing screening, information and referral.

Cost: Fees are based on ability to pay reduction or waiver available for equipment.

Intake: Call for details.

Universalink (Hearing devices & equipment).....(262) 790-9200

Set up an appointment to try equipment.....TTY (262) 790-1940

Wisconsin Office of Deaf & Hard of Hearing...(262) 521-5128

141 NW Barstow St Room #157 **Waukesha** WI 53187

Service: Education and information related to deaf and hard of hearing issues. ADA, interpreting services, housing, accessibility issues.

Dental Services

Marquette University Dental Clinic.....(414) 288-6790

604 N 16th Street **Milwaukee** WI 53233

Service: Dental services at reduced costs. Mobile dentist.

Mobile Dentist.....(262) 786-4776

St Joseph's Medical & Dental Clinic.....(262) 544-6777

.....Fax (262) 544-6667

826 N East Ave **Waukesha** WI 53188

Service: Medical and dental services for low-income people.

Cost: \$3 donation.

Intake: Call for details and appointment.

Wisconsin Dental Association.....(414) 276-4520

.....(800) 364-7646

111 E Wisconsin Ave **Milwaukee** WI 53202

Service: Dental care for the elderly.

Wisconsin Donated Dental Services.....(414) 276-0370

111 E Wisconsin Avenue **Milwaukee** WI 53202

Service: Comprehensive dental care to older adults with illnesses severe enough to prohibit employment and unable to afford services.

Dialysis Centers

Brookfield Dialysis Center.....(262) 782-9856
.....Fax (262) 782-9984
2085 N Calhoun Rd **Brookfield**, WI 53005

Gambro Dialysis Center.....(262) 781-0273
.....Fax (262) 781-0305
19395 W. Capital Drive #100 **Brookfield**, WI 53045

Oconomowoc Dialysis Center.....(262) 567-3199
.....Fax (262) 567-3821
1253 Corporate Center Road, **Oconomowoc**, WI 53066

Menomonee Falls Dialysis Center.....(262) 253-9768
.....Fax (262) 253-9870
W173 N9170 St Francis Drive, **Menomonee Falls**, WI 53051

Mukwonago Dialysis Center.....(262) 363-1925
.....Fax (262) 363-1928
400 Bay View Rd #F **Mukwonago**, WI 53149

New Berlin Dialysis Center.....(262) 789-7148
13900 W National Ave Suite 202, New Berlin, WI 53151

Low Income Medical Services

Community Nursing Clinic – WCTC.....(262) 695-1888
.....Fax (262) 695-1884
Service Occupations Building, 800 Main Street **Pewaukee** WI
Service: General medical exams by nurse practitioners at a reasonable cost.

Community Outreach Health Clinic.....(262) 532-3393
.....Fax (262) 250-7448
W180 N8085 Town Hall Road, **Menomonee Falls** WI 53052
Service: Medical services for low-income people
Cost: \$5 donation.

La Casa de Esperanza Outpatient Clinic.....(262) 928-4402
.....Fax (262) 928-7340

Email: info@lacazadeesperanza.org

210 NW Barstow St., Suite 110 Waukesha WI 53188

Services: Are culturally sensitive and bilingual (Spanish-English) in the areas of mental health, alcohol and other drug abuse treatment, and HIV/AIDS prevention education. The services are strength-based, family-centered.

Mental Health: Individual, couple/family counseling, group counseling (offered 1-2 times a year). Therapy is offered for, but not limited to, depression, anger management, conflict resolution, parenting issues, anxiety, and domestic violence (victim or perpetrator).

Alcohol & Other Drug Abuse: Individual, couple/family counseling, and AODA group: Relapse prevention group (weekly) – focus on support services and maintaining a healthy lifestyle.

HIV Prevention Education: Free and confidential HIV/AIDS education and outreach services on risk behaviors and prevention strategies.

Lake Area Free Clinic.....(262) 569-4990
432 S Lapham St **Oconomowoc** WI 53066

St Joseph's Medical & Dental Clinic.....(262) 544-6777
.....Fax (262) 544-6667
826 N East Ave **Waukesha** WI 53186
Service: Medical and dental services for low-income people.
Cost: \$3 donation.
Intake: Call for details and appointment.

Waukesha Family Practice Center.....(262) 548-6903
.....Fax (262) 548-3820
210 N West Barstow #201 **Waukesha** WI 53188
Service: Nurse practitioners and resident physicians make house calls. Bilingual (Spanish) also.

Physician Referral and Information Service

Visiting Physicians (in-home visits)(414) 543-9600

Nurse on Line Waukesha Memorial Hospital.....(262) 544-2745
.....**Fax (262) 928-2515**

725 American Av. **Waukesha**, WI 53188

Services: Free, confidential health care information service staffed by specially trained registered nurses. Health information, medical advice, referrals to physicians (who are affiliated with Waukesha Memorial Hospital and Oconomowoc Memorial Hospital), and health resources.

Careconnection-Community Memorial Hospital
Menomonee Falls.....(262) 251-1001

.....**(800) 246-8332**
.....**Fax (262) 253-7169**

Services: Registered nurse answers health care questions, refers to physicians (affiliated with the hospital) and hospital services, and provides information on health care services, educational programs, support groups and community resources. Resource representatives provide information on educational programs and accept class registration.

Covenant Referral and Information Line
Elmbrook Memorial Hospital.....(877) 226-8362

19333 W North Av. **Brookfield**, WI 53045

Services: Referrals to physicians and specialists (who are affiliated with the hospital), and hospital services for program and activities information.

Other

Aurora Health Care Center.....(262) 896-6000
.....**FAX (262) 896-3921**

Service: General elderly medical examinations.

Division of Vocational Rehabilitation.....(262) 548-5850
.....**TTY (262) 548-5852**
.....**Fax (262) 521-5302**

Waukesha State Office Building

141 NW Barstow St #157 **Waukesha** WI 53188

Service: Evaluation, counseling, training and placement services for jobseekers that are disabled. Assist in adapting to different aspects of vision loss and/or hearing loss.

Public Health Division of the
Waukesha County Dept of Health and Human Services
.....**(262) 896-8430**
.....**TDD: (262) 896-8234**
.....**Fax (262) 896-8387**

615 W Moreland **Waukesha** WI 53188

Service: Home-visit assessments, screening, immunizations, health education and counseling, medication teaching, information on international travel & vaccinations.

Cost: Small fee - waiver available.

Intake: Call for details and appointment.

Waukesha County Medical Society.....(262) 695-7412
.....**Fax (262) 695-7442**

Wisconsin Donor Network(800) 432-5405
.....**Fax (414) 259-8059**
(Organ Donation)

HOSPITALS

Aurora Sinai Medical Center.....(414) 219-2000
950 N 12th Street **Milwaukee** WI 53201

Community Memorial Hospital of Menomonee Falls
.....**(262) 251-1000**
.....**Fax (262) 250-7009**
.....**TTY (262) 251-1012**
W180 N8085 Town Hall Road **Menomonee Falls** WI 53051

Elmbrook Memorial Hospital.....(262) 785-2000
.....**Fax (262) 785-2442**
19333 W North Avenue **Brookfield** WI 53005

Froedtert Hospital.....(414) 259-3000
.....Fax (414) 805-7790
9200 W Wisconsin Avenue **Milwaukee** WI 53226

Mental Health Center (Inpatient).....(262) 548-7950
1501 Airport Road **Waukesha** WI 53188

Oconomowoc Memorial Hospital.....(262) 569-9400
.....TTD (262) 569-0641
791 Summit Avenue **Oconomowoc** WI 53066

Parkinson's Center.....(414) 219-5744
.....Fax (414) 219-5503
945 N. 12th St Ste 4602 **Milwaukee** WI 53233

Rogers Memorial Hospital.....(800) 767-4411
34700 Valley Road **Oconomowoc** WI 53066.....(262) 646-4411
.....Fax (262) 646-3158

St. Francis Hospital.....(414) 647-5000
3237 S 16th St **Milwaukee** WI 53215

St. Joseph's Hospital.....(414) 447-2000
5000 W Chambers **Milwaukee** WI 53210

St. Luke's Hospital.....(414) 649-6000
2900 W Oklahoma Ave **Milwaukee** WI 53215

St. Mary's Hospital.....(414) 291-1000
2323 N Lake Dr **Milwaukee** WI 53211

St. Michael's Hospital.....(414) 527-8000
2400 W Villard Ave **Milwaukee** WI 53209

Veteran's Affairs Medical Center.....(414) 384-2000
5000 W National Avenue **Milwaukee** WI 53295

Waukesha Memorial Hospital.....(262) 928-1000
725 American Avenue **Waukesha** WI 53188

West Allis Memorial Hospital.....(414) 328-6000
8901 W Lincoln Ave **West Allis** WI 53227

HOUSING

HOUSING OPTIONS

This is a look at housing options. Keep in mind some of these options might not be possible based on income and assets. There is very little financial assistance available for housing (Community Options Program does assist but there is an extensive waiting list for this program). Some long-term care insurance policies also may offer assistance.

Independent Living--- This is for individuals who are able to meet their own needs or can bring services into their environment. For services that are available please see Department of Senior Services brochure. **Private Pay (rent assistance or subsidized apts. may be available).**

Assisted Living--- For individuals who require assistance/supervision. Residents remain in private apartments but services are incorporated in the contract. Staff available 24/7. **Private Pay, Community Options Program, Long Term Care Insurance*.**

Community Based Residential Facility--- Individuals who require assistance/supervision. More restrictive than assisted living. Many of them are in a home like setting. **Private Pay, Community Options Program.**

Adult Family Homes--- Individuals live in a family like setting. Generally maximum of four individuals in each home. Individual may have to be able to perform some self cares. **Private Pay, Community Options Program.**

Nursing Homes---Facility for individuals who require skilled nursing care or is no longer able to function in a less restrictive environment. Nurses and aides available 24 hours a day. **Private Pay, Long Term Care Insurance, Medicaid (Title 19) when assets reach the required level.**

Rooming Houses---Usually one room, sharing facilities with other roomers. **Private Pay**

Frequently Asked Questions

My loved one can no longer live at home, what are my options?

- Can the individual remain in their current setting if assistance is brought into their residence? Help is available. The Department of Senior Services offers in home assistance programs with cost determined by sliding fee scales or on a donation basis.
- The next step in the progression of housing would be a facility that offers assistance/supervision. Unfortunately these options can be costly. If finances are an issue you should first look at family/relatives. Is the individual able to live with someone in the immediate family? If not, look at next option.
- If the previous two options will not work, look at different housing. Housing (other than nursing home) is private pay unless the Community Options Program (COP- call 262-548-7212 for eligibility) is applicable or Long Term Care insurance covers the type of setting. Rates vary widely so check and find a place that offers the services to fulfill the individual's needs at an affordable cost. If this option does not work, go on to the next.
- If finances or level of needed assistance prohibits the previous choices Nursing Home placement may be the only option (remember unless the individual is declared incompetent and you are the Power of Attorney the choice belongs to them). If financial guidelines for Medicaid (T-19) are met or there are questions regarding eligibility contact the Department of Health and Human Services (262-548-7708) for an appointment. Call 262-548-7330 for an application.

My loved one currently lives in assisted living but is running out money. What can I do?

- Check with family/relatives to see if someone can assist

financially for this individual or if living with a family member is possible.

- Can individual return to independent living if services were brought into their home? See Senior Services brochure for service options.
- Is individual on COP waiting list and if they are will they be able to pay privately until assistance is available?
- Are less expensive settings (Adult Family Homes or CBRF's) a viable option?
- If none of the above will satisfy needs of individual then only alternative is nursing home. Individual must meet physical standards and apply for Medicaid (T-19) if private pay is not possible.

My loved one cannot live independently anymore but has no money for assisted living what are my options?

- Options are the same as if someone is in assisted living but no longer able to afford (see above).

How do I get my loved one in Subsidized Housing?

- You can contact the Waukesha County Housing Authority for questions regarding subsidized housing (262-549-3284 or 262-542-2262).
- Each subsidized housing unit has their own application so you can contact the area you are interested in and fill out an application for that unit.

Where do I get information on housing? Where are the housing options located?

- The Waukesha County Department of Senior Services resource directory has listings of each type of housing.
- Interfaith of Milwaukee (414-291-7500) has information on nursing home costs and openings for several counties.
- Housing Authority of Waukesha (262-542-2262)

SENIOR HOUSING PLACEMENT ASSISTANCE

Companies that will help the family identify appropriate placements for senior housing options at no charge.

Senior Placement Network.....(262) 782-4202
PO Box 511401 **New Berlin** WI 53151

Senior Referrals.....(414) 325-3400
4811 South 76th St **Greenfield** WI 53220

EMERGENCY SHELTER

Fair Housing and Equal Opportunity..(414) 297-3214 Ext. 8305

HUD General Information.....(414) 297-3214

Hebron House of Hospitality.....(262) 549-8720
Administrative Offices.....Fax (262) 549-8730
134 w. North Street **Waukesha** WI 53188

Hebron House Shelter.....(262) 549-8722
812 N East Ave **Waukesha** WI 53186.....Fax (262) 549-8731

Jeremy House Safe Haven.....(262) 549-8735
.....Fax (262) 549-8737
1301 E Moreland Blvd **Waukesha** WI 53186

Siena House Shelter.....(262) 549-8732
1519 Summit Ave **Waukesha** WI 53188.....Fax (262) 549-8739

Women's Center.....(262) 547-4600
.....Fax (262) 574-3640
24 Hour Crisis Line.....(262) 542-3828
.....Fax (262) 522-3883
505 N. East Avenue **Waukesha** WI 53186

Waukesha Salvation Army.....(262) 547-5709
445 Madison Street **Waukesha** WI 53188

SUBSIDIZED RENTAL HOUSING

Waukesha County Housing Authority
120 Corrina Blvd Waukesha WI 53186
.....County - (262) 549-3284
.....City - (262) 542-2262
Subsidized housing provides some financial relief for housing expenses.

(Listed alphabetically by community) //(Inquire if pets are acceptable)

Hampton Regency Apartments.....(414) 271-4116
12999 W Hampton Avenue **Butler** WI 53007

Hillside Woods I.....(262) 646-3441 or (800) 280-1188
3280 Hillside Drive **Delafield** WI 53018

Knoll Crest Apartments.....(262) 646-4457
674 Division Street **Delafield** WI 53018

Eagle Meadows.....(262) 567-3265
201 N Parkview Drive **Eagle** WI 53119

Breezewood Apartments(262) 367-2868
400 Sunnyslope Drive **Hartland** WI 53029

Messner Manor.....(262) 251-6055
N90 W17421 St Francis Drive **Menomonee Falls** WI 53051

Lake View Terrace Apts.....(262) 646-8112
315 Gibson Street **Mukwonago** WI 53149

High Ridge Manor.....(262) 789-9588
13445 W National Avenue **New Berlin** WI 53151

Hickory View Commons.....(262) 567-8777
211 S Concord **Oconomowoc** WI 53066

Parkland Apartments.....(262) 567-8777
427 N Second Street **Oconomowoc** WI 53066

Wilkinson Manor.....(262) 569-8196
919 E Summit Avenue **Oconomowoc** WI 53066

Bristol Court.....(414) 449-1020
W246 N6500 Pewaukee Road **Sussex** WI 53089

East Terrace Apartments.....(262) 544-9757
801 N East Avenue **Waukesha** WI 53186
La Casa Village.....(262) 547-2856
1431 Big Bend Road **Waukesha** WI 53186

Moreland Grove Apartment Homes for Seniors.....(262) 549-2400
790 W Moreland Boulevard Suite 100 **Waukesha**, WI 53188

River's Edge Apartments.....(262) 547-4488
100 Corrina Boulevard **Waukesha** WI 53186

Saratoga Heights.....(262) 542-2262
120 Corrina Boulevard **Waukesha** WI 53186

Sunset Apartments.....(262) 547-1829
1512 Big Bend Road **Waukesha** WI 53186

Sunset Heights Apartments.....(262) 547-
97641926 Madera Street **Waukesha** WI 53186 (62 & Older)

The Senior House.....(262) 446-9144
825 Pleasant Street **Waukesha** WI 53186

The Silvernail.....(262) 896-2100
2451 Silvernail Road **Pewaukee** WI 53072

Willow Park.....(262) 548-9786
1001 Delafield Street **Waukesha** WI 53188

INDEPENDENT LIVING
(Listed alphabetically by community)

Brookfield Woods.....(262) 827-0303
695 N Brookfield Road **Brookfield** WI 53045

Congregational Home Inc.....(262) 781-0550
3140 Lily Road **Brookfield** WI 53005

Heritage Place.....(262) 782-1948
17560 W North Avenue **Brookfield** WI 53045

Norhardt Senior Apartments.....(262) 860-0021
1930 Norhardt Dr **Brookfield** WI 53045

Willow Brook Court.....(262) 780-1000
17285 W River Birch Drive **Brookfield** WI 53045

Butler Square.....(262) 781-4242
12809 W Hampton Avenue **Butler** WI 53007

Hampton Regency Apartments.....(262) 781-
440712999 W Hampton Avenue **Butler**, WI 53007

Hillside Woods I.....(262) 646-3441 or (800) 280-1188
3280 Hillside Drive **Delafield** WI 53018

Hillside Woods II.....(262) 646-4800
3270 Hillside Drive, **Delafield**, WI 53018

Knoll Crest Apartments.....(262) 646-4457
674 Division Street **Delafield**, WI 53018

Three Pillars Campus
Masonic Village on the Square.....(262) 965-9525
375 Highway 67 **Dousman** WI 53118

Breezewood Village II Apartments.....(262) 367-2868
450 Sunnyslope Drive **Hartland** WI 53029

Hartland Meadows.....(262) 369-3801
357 Cottonwood **Hartland** WI 53029

River Oaks Apartments.....(262) 369-5351
550 Cottonwood Avenue **Hartland** WI 53029

Jolly-Aire Apartments.....(262) 502-1650
W164 N9091 Water Street **Menomonee Falls**, WI 53051

Tamarack Place.....(262) 255-4441
N84 W17147 Menomonee Ave **Menomonee Falls** WI 53051

The Arboretum.....(262) 253-0909
W180 N7890 Town Hall Road **Menomonee Falls** WI 53051

Wildwood Highlands Senior Apart.....(262) 251-9000
N78 W17445 Wildwood Drive **Menomonee Falls**, WI 53051

BirchRock Senior Communities Town Houses..(262) 363-9076
280 BirchRock Way **Mukwonago** WI 53149

BirchRock Senior Communities Apartments....(262) 363-9009
280 BirchRock Way **Mukwonago** WI 53149

Muskego Regency.....(262) 679-0888
W181 S8540 Lodge Boulevard **Muskego** WI 53150

Steeple View.....(414) 529-8866
12455 W Janesville Road **Muskego**, WI 53150

Stoney Creek Adult Community.....(414) 422-4686
S69 W14142 Tess Corners Drive **Muskego** WI 53150

Tudor Oaks.....(414) 529-0100
S77 W12929 McShane Drive **Muskego** WI 53150

WoodView Senior Apartments.....(262) 679-7644
S87 W18193 Woods Road **Muskego** WI 53150

National Highlands Senior Apartments.....(262) 821-5106
13705 W. National Avenue **New Berlin** WI 53151

National Regency.....(262) 789-1699
13750 W National Avenue **New Berlin** WI 53151

Hickoryview/Parkland Commons.....(262) 567-8777
427 W Second Street **Oconomowoc**, WI 53066

Lake Terrace Apartments.....(262) 569-9880
1380 W Wisconsin Avenue **Oconomowoc** WI 53066

Wilkinson Woods.....(262) 567-1166
999 E Summit Avenue **Oconomowoc** WI 53066

Cecelia Place of Pewaukee.....(414) 327-8170
Hwy 16 & Capital Dr **Pewaukee** WI 53072

Hawthorne Place.....(262) 691-8899
1105 Hawthorne Place **Pewaukee**, WI 53072

Kirkland Crossing.....(262) 695-5800
700 Quinlan Dr **Pewaukee** WI 53072

Quail Point (262) 695-9200
1088 Quail Court, **Pewaukee**, WI 53072

Sussex Mill Apartment.....(262) 820-1118
W240 N6345 Maple Avenue **Sussex** WI 53089

Arcadian Apartments.....(262) 544-0000
222 Arcadian Avenue **Waukesha**, WI 53186

Arcadian Springs Apartments.....(262) 544-0311
900 N. Hartwell Avenue **Waukesha**, WI 53186

Avalon Square.....(262) 446-9300
222 Park Place **Waukesha** WI 53186

Brookfield Highlands.....(414) 798-9898
20825 George Hunt Circle Suite 708 **Waukesha** WI 53186

Ccls Apartment Program.....(262) 549-9491
716 N. Barstow Street **Waukesha**, WI 53186

Fox Point Village Apartments.....(262) 547-2191
2000 Oakdale Drive **Waukesha**, WI 53189

Hickory Hill Apartments.....(414) 476-1481
1422 W Racine Ave **Waukesha** WI 53188

Hickory Hill Apartments.....(262) 542-8733
1219 S. Grandview Blvd **Waukesha** WI 53188

Hillcrest Apartments.....(262) 549-4810
1804 S. Grand Ave **Waukesha** WI 53189

Hillcrest Apartments.....(262) 548-8898
114 Hinman Ave **Waukesha** WI 53186

Hillside Village Apartments.....(262) 544-4976
1606 Swartz Drive **Waukesha** WI 53188

Main Street Plaza Apartments.....(262) 547-0818
234 W. Main Street **Waukesha** WI 53186

Monterey Apartments.....(262) 549-1212
2725 N. University Drive **Waukesha** WI 53188

Moreland Grove Apartment Homes for Seniors..(262) 549-2400
790 W Moreland Boulevard Suite 100 **Waukesha**, WI 53188

Morningside Hills Apartments.....(262) 542-4515
309 Sheffield Rd **Waukesha** WI 53186

Mountain Village Apartments.....(262) 547-9802
304 W. North Street **Waukesha** WI 53188

Oak Hill Terrace.....(262) 5481457
1805 Kensington Dr **Waukesha**, WI 53188

Oak Hill Village(262) 548-1449
1800 Kensington Drive **Waukesha** WI 53188

Pebble Place Apartments.....(262) 548-0455
2701 N. University Drive **Waukesha** WI 53188

Pebble Valley Village Apartments.....(262) 542-2381
2417 Pebble Valley Rd **Waukesha** WI 53188

Pine Point Apartments.....(262) 970-0248

156 S. Grand Ave **Waukesha** WI 53186

Pleasantview Senior Apartments.....(262) 547-7911
2111 Patricia Lane **Waukesha** WI 53188

River's Edge Apartments II.....(262) 547-4488
100 Corrina Boulevard **Waukesha** WI 53186

Riverwalk Apartments.....(262) 544-1412
806 Riverwalk Dr **Waukesha** WI 53188

Springdale Apartments.....(262) 547-6621
2415 Springdale Rd **Waukesha** WI 53186

Summit Woods.....(262) 521-1388
2501 Summit Avenue **Waukesha** WI 53188

Sunset Heights Apartments.....(262) 547-9764
1926 Madera St **Waukesha** WI 53189

West Grove Apartments.....(262) 544-6900
Management Office: 2115 Kensington Dr **Waukesha** WI 53188

Westwind Apartments.....(262) 650-9933
22133 Davidson Rd **Waukesha** WI 53186

Willow Creek Apartments.....(262) 782-0009
2420 Parklawn Dr **Waukesha** WI 53186

Willow Park Apartments.....(262) 548-9786
1001 Delafield St **Waukesha** WI 53188

Allows Pets:
Cedar Ridge Retirement Community
West Bend.....(262) 338-8377

Allows Cats:
Milwaukee Catholic Home.....(414) 224-9700
2462 N Prospect Avenue **Milwaukee**, WI 53211

ASSISTED LIVING (Independent with some assistance)
Assisted Living provides a residential environment for older adults

who need some supportive services to help them maintain as independent a lifestyle as possible. Assistance with activities of daily living is provided, including bathing, dressing, and housekeeping.

Assisted Living Federation Assoc of America...(703) 691-8100

Where to Find Information of Assisting Living in Wisconsin:
The following websites provide information on the three types of assisted living in Wisconsin. Community Based Residential Facilities (CBRFs), Residential Apartment Complexes (RCACs), and Adult Family Homes (AFHs).

Regulations:
CBRFs: <http://www.legis.state.wi.us/rsb/code/hfs/hfs083.pdf>
RCACs: <http://www.legis.state.wi.us/rsb/code/hfs/hfs089.pdf>
AFHs: <http://www.legis.state.wi.us/rsb/code/hfs/hfs088.pdf>

Directories:
CBRFs:
<http://www.dhfs.state.wi.us/bqaconsumer/AssistedLiving/cbrfdir.pdf>
RCACs:
<http://www.dhfs.state.wi.us/bqaconsumer/AssistedLiving/rcacdir.pdf>
AFHs:
<http://www.dhfs.state.wi.us/bqaconsumer/AssistedLiving/afhdir.pdf>

Sources of Funding for Resident Care:
Program summaries and links:
<http://www.wiaffordableassistedliving.org/funding/public.html>
COP/COP-Waiver: http://www.dhfs.state.wi.us/ltc_cop/COP.HTM
Medicaid card: <http://www.dhfs.state.wi.us/Medicaid/index.htm>
SSI: <http://www.dhfs.state.wi.us/SSI/>

Quality Assurance/Client Rights
Client Rights & Grievance Information and Forms: <http://www.dhfs.state.wi.us/bqaconsumer/publications/ClientsRtsPubs.htm>

Affordable Assisted Living- Financing, operations, design & more:
www.Wiaffordableassistedliving.org

A Place for Mom.....(262) 703-0811

Senior Pathways.....(414) 425-1493
Information-Referrals – Placement Agency
6771 South 68th Street Franklin WI 53132

RESIDENTIAL CARE APARTMENT COMPLEXES
(Listed alphabetically by community)

An Assisted Living Facility is a place where 5 or more adults reside that consists of independent apartments, each of which has an individual lockable entrance and exit, a kitchen, including a stove, and individual bathroom, sleeping and living areas, and that provides, to a person who resides in the place, not more than 28 hours per week of services that are supportive, personal and nursing services.

CERTIFIED FACILITY: Will serve private pay individuals and/or those who need access to public funding (COP Waiver):

Brookfield Regency.....(262) 780-0321
777 N Brookfield Road **Brookfield** WI 53045

Cambridge House of Hartland.....(414) 327-8170
300 E North Shore Dr **Hartland** WI 53029

The Arboretum.....(262) 253-0909
W180 N7890 Town Hall Road **Menomonee Falls**, WI 53051

Linden Ridge.....(262) 363-6830
841 County Road NN E **Mukwonago** WI 53149

Muskego Regency.....(262) 679-0888
W181 S8540 Lodge Boulevard **Muskego** WI 53150

Applewood II.....(262) 784-2550
2898 S Moorland Road **New Berlin** WI 53151

National Regency.....(262) 789-1699
13750 W National Avenue **New Berlin** WI 53151

Shorehaven Tower.....(262) 567-1415
1305 W Wisconsin Avenue **Oconomowoc** WI 53066

- Wilkinson Woods**.....(262) 567-1166
999 E Summit Avenue **Oconomowoc** WI 53066
- Kirkland Crossing**.....(262) 695-5800
700 Quinlan Dr **Pewaukee** WI 53072
- Wyndham House of Pewaukee**.....(262) 695-6413
1109 Cecelia Dr **Pewaukee** WI 53072
- Oak Hill Terrace**.....(262) 548-1457
1805 Kensington Drive **Waukesha** WI 53188
- Linden Heights**.....(262) 524-1180
427 N University Drive **Waukesha**, WI 53188
- REGISTERED FACILITY:** Will serve private pay individuals only
(Listed alphabetically by community)
- Congregational Home Inc**.....(262) 781-0550
3150 Lily Road **Brookfield** WI 53005
- Avalon Square**.....(262) 446-9300
222 Park Place **Waukesha** WI 53186

GROUP HOMES (CBRFs) in Waukesha County

Group Homes or CBRFs (Community-Based Residential Facilities) are licensed by the State. CBRFs are for older people who are not able to live independently but do not require nursing home services. CBRFs may have single or double bedroom units or independent apartments with communal space for residents and are categorized as follows:

CLASS A ambulatory (AA) - serves only residents who are ambulatory, mentally and physically capable of responding to an electronic fire alarm and exiting the facility without any help or verbal or physical prompting.

CLASS A semi ambulatory (AS) - serves only residents who are ambulatory or semi ambulatory, mentally and physically capable of responding to an electronic fire alarm and exiting the facility

without any help or verbal or physical prompting.

CLASS A non-ambulatory (ANA) - serves residents who are ambulatory, semi ambulatory or non-ambulatory but only if they are mentally and physically capable of responding to an electronic fire alarm and exiting the facility without any help or verbal or physical prompting.

CLASS C ambulatory (CA) - serves only residents who are ambulatory but one or more of whom are not mentally capable of responding to an electronic fire alarm and exiting the facility without any help or verbal or physical prompting.

CLASS C semi ambulatory (CS) - serves only residents who are ambulatory or semi ambulatory but one or more of whom are not physically or mentally capable of responding to an electronic fire alarm and exiting the facility without help or verbal or physical prompting.

CLASS C non-ambulatory (CNA) - serves only residents who are ambulatory, semi ambulatory or non-ambulatory but one or more of whom are not physically or mentally capable of responding to an electronic fire alarm and exiting the facility without help or verbal or physical prompting.

CBRFs also have Target Groups to meet different needs. These groups are denoted as follows:

AA Advanced Aged (60+ years)	PD Physically Disabled
ALZ Irreversible dementia / Alzheimers	PWC Pregnant women who need counseling
DD Developmentally disabled	CC Correctional clients
MH Emotionally disturbed / Mental illness	TI Terminally ill

ADA
Alcohol/Drug Abuse

TBI
Traumatic brain injury

ADS
Persons with acquired
immunodeficiency syndrome
(AIDS)

(Listed alphabetically by community)

A Loving Home (262) 827-0666
21470 Lees Court **Brookfield** WI 53045
Capacity: 8 Class: AS Target Group: AA, ALZ

Alterra Clare Bridge of Brookfield (262) 781-5220
15100 W Capitol Drive **Brookfield** WI 53005
Capacity: 24 Class: CNA Target Group: AA, ALZ, PD

Alterra Wynwood of Brookfield (262) 789-7499
660 Woelfel Road **Brookfield** WI 53045
Capacity: 64 Class: CNA Target Group: AA, ALZ

Benington Home (262) 786-6000
18950 Benington Drive **Brookfield** WI 53045
Capacity: 8 Class: CS Target Group: AA, ALZ

Congregational Home (262) 781-0550
3150 Lilly Road **Brookfield** WI 53005-7632
Capacity: 92 Class: CNA Target Group: AA, ALZ

Fairview Elm Grove Place (262) 786-5900
260 S Elm Grove Road **Brookfield** WI 53005
Capacity: 12 Class: CS Target Group: AA, ALZ

Fairview Meadows (262) 786-5900
2310 Hillsdale Drive East **Brookfield** WI 53005
Capacity: 8 Class: CS Target Group: AA, ALZ

Fairview Forest Grove (262) 786-5900
13800 Forest Grove Road **Brookfield** WI 53005
Capacity: 8 Class: CS Target Group: AA, ALZ

Fairview Hawthorne Court (262) 786-5900
470 Scarlet Hawthorne Court **Brookfield** WI 53045
Capacity: 8 Class: CS Target Group: AA, ALZ

New Perspective Brookfield I (262) 827-9017
16720 W Greenfield Avenue **Brookfield** WI 53005
Capacity: 15 Class: CNA Target Group: ALZ

New Perspective Brookfield II (262) 821-1180
16690 W Greenfield Avenue **Brookfield** WI 53005
Capacity: 15 Class: CNA Target Group: AA, ALZ

Cedar Ridge Family Care II (262) 646-4960
W325 Oakwood Drive **Delafield** WI 53018
(Christian Scientist only)
Capacity: 8 Class: AS Target Group: AA

Twin Oaks (262) 646-4146
N4 W31511 Twin Oaks Drive **Delafield** WI 53018
Capacity: 8 Class: CNA Target Group: AA, ALZ, PD

Riverside Lodge (262) 965-9500
410 N. Main Street **Dousman** WI 53118
Capacity: 20 Class: CNA Target Group: AA, ALZ

Wisconsin Masonic Home (262) 965-2111
36225 Sunset Drive **Dousman** WI 53118
Capacity: 20 Class: AS Target Group: AA

Fairview House (414) 786-5900
1820 Westmoor Terrace **Elm Grove** WI 53122
Capacity: 8 Class: CNA Target Group: AA, ALZ

Victorian Villa of Hartland (262) 369-4391
327 b North Ave **Hartland** WI 53029
Capacity: 20 Class: CAN Target Group: AA, ALZ

The Arboretum V LLC.....(262) 253-0909
W180 N7890 Town Hall Road **Menomonee Falls** WI 53051
Capacity: 87 Class: CNA Target Group: AA

Fairview Manor.....(262) 786-5900
N51 W16244 Fair Oak Parkway, **Menomonee Falls** WI 53051
Capacity: 11 Class: CS Target Group: AA, ALZ

Hampton Gardens.....(262) 781-3865
N48 W14250 W Hampton Ave **Menomonee Falls** WI 53051
Capacity: 36 Class: CNA Target Group: AA

Riverview Village LLC.....(262) 255-2557
W176 N9430 RiverCrest Drive **Menomonee Falls** WI 53051
Capacity: 48 Class: CAN Target Group: AA, ALZ

Birchrock Senior Communities Asst Living...(262) 363-9998
210 Mc Divitt Lane **Mukwonago** WI 53149
Capacity: 20 Class: CNA Target Group: AA, ALZ

Linden Court.....(262) 363-6830
845 County Rd NN E **Mukwonago** WI 53149
Capacity: 20 Class: CNA Target Group: AA, ALZ

Muskego RCF (Nursing Home).....(262) 679-0246
S77 W18690 Janesville Road **Muskego** WI 53150
Capacity: 17 Class: CAN Target Group: AA, ALZ, PD, TI

Andes Residential Facility LLC.....(262) 785-0180
12850-60 W Euclid Drive **New Berlin** WI 53151
Capacity: 8 Class: AS Target Group: AA, ALZ

Applewood New Berlin.....(262) 784-2550
2900 S Moorland Road **New Berlin** WI 53151
Capacity: 20 Class: CNA Target Group: AA

Brookside CBRF Inc.....(262) 821-1406
2405 S Brookside Parkway **New Berlin** WI 53151
Capacity: 8 Class: CNA Target Group: AA, ALZ

Golden Oaks Home.....(262) 544-1189
21600 W Cleveland Avenue **New Berlin** WI 53146
Capacity: 12 Class: AS Target Group: AA, ALZ

Country Castle Home LLC.....(414) 607-1010
21530 Lochleven Lane **New Berlin** WI 53146
A gerontologist will visit quarterly.
Capacity: 8 Class: CNA Target Group: AA, ALZ, PD

Rainbow Terrace.....(262) 782-5777
15831 W Santa Rosa Boulevard **New Berlin** WI 53151
Capacity: 8 Class: AS Target Group: AA, MH

Chateau LeBlanc.....(262) 369-6312
N27 W30818 Golf Hills Road **Pewaukee** WI 53072
Capacity: 8 Class: CNA Target Group: AA, ALZ

Lynnwood of Delafield.....(262) 367-9677
W302 N1632 Maple Ave **Pewaukee** WI 53072
Capacity: 8 Class: CNA Target Group: AA

Kirkland Crossing.....(262) 695-9483
700 Quinlan Dr **Pewaukee** WI 53072
Capacity: 20 Class: CNA Target Group: AA, ALZ

Sunnyridge Home.....(262) 691-7157
1302 Sunnyridge Road **Pewaukee** WI 53072
Capacity: 20 Class: CS Target Group: AA

Wyndham House Memory Care.....(262) 695-6413
1109 Cecelia Drive **Pewaukee** WI 53072
Capacity: 20 Class: CNA Target Group: AA, ALZ

Alterra Sterling House of Sussex.....(262) 820-0330
W240 N6351 Maple Avenue **Sussex** WI 53089
Capacity: 20 Class: CNA Target Group: AA, ALZ

Good Hope Manor.....(262) 246-8421
N71 W22745 Good Hope Road **Sussex** WI 53089
Capacity: 8 Class: AS Target Group: AA

Avalon Square Inc.....(262) 547-6741

222 Park Place **Waukesha** WI 53186

Capacity: 27 Class: CNA Target Group: AA, ALZ

Clarion Manor.....(262) 798-1825

21325 Clarion Lane **Waukesha** WI 53186

Capacity: 8 Class: AS Target Group: AA, MH

Linden Heights.....(262) 524-1180

427 N University Drive **Waukesha** WI 53188

Capacity: 63 Class: CNA Target Group: AA

Oak Hill Terrace.....(262) 548-1457

1805 Kensington Drive **Waukesha** WI 53188

Capacity: 160 Class: CNA Target Group: AA, ALZ

Senior Referrals.....(414) 325-3400

4811 South 76th St **Greenfield** WI 53220

Service: Identify options so that facilities can be compared, evaluated and selected to best meet the older person's needs at no charge. Immediate identification, comparison and selection from over 256 facilities.

Senior Placement Network.....(262) 782-4202

P O Box 511401 **New Berlin** WI 53151

Service: Cost free information and search assistance for senior housing options. Comparison of various housing options and assistance in setting up appointments to visit after determining appropriate living arrangements.

ADULT FAMILY HOMES (Additional list of Adult Family Homes call (262) 548-7212) (Many homes available for younger clients age 18-59.)

If you are looking for a 1–2 bed, Adult Family Home certified by the County, call the County Family Coordinator at (262) 548-7212.

If you are looking for a 3-4 bed, Adult Family Home, call the State of Wisconsin Division of Disability and Elder Service at (424) 227-2005.

Community Adult Homes.....(262) 367-4853

1038 E Capitol Drive **Hartland** WI 53029

Capacity: 4 Target Group: DD, AA

Christian FamilyCare Homes.....(262) 547-9550

1128 Green Valley Drive **Waukesha** WI 53186

Capacity: 4 Target Group: AA, MH, PD

Christian FamilyCare Homes.....(262) 547-9550

2031 Manhattan Drive **Waukesha** WI 53188

Capacity: 4 Target Group: AA, ALZ, MH, PD, TI, DD, TBI

Christian FamilyCare Homes.....(262) 547-9550

1505 Michigan Ave **Waukesha** WI 53188

Capacity: 4 Target Group: AA, DD, MH, ALZ, PD, TI

Sunset View Adult Family Home.....(262) 968-3586

W280 S3461 Townline Road **Waukesha** WI 53189

Capacity: 4 Target Group: AA, ALZ, PD

NURSING HOMES - (All nursing homes listed below accept Alzheimer's clients)

(Listed alphabetically by community)

Care-Age of Brookfield.....(262) 821-3939

1755 N Barker Road **Brookfield** WI 53045

Congregational Home.....(262) 781-0550

3150 Lilly Road **Brookfield** WI 53005

Franciscan Woods Nursing Home.....(262) 785-1114

19525 W North Avenue **Brookfield** WI 53045

Woodland Health Center.....(262) 782-0230

18740 W Bluemound Road **Brookfield** WI 53045

Wisconsin Masonic Home.....(262) 965-9520

400 N Main Street **Dousman** WI 53118

Linden Grove Health Care Center.....(262) 253-2700
W180 N8071 Town Hall Road **Menomonee Falls** WI 53051

Menomonee Falls Health Care Center.....(262) 255-1180
N84 W17049 Menomonee Ave **Menomonee Falls** 53051

Linden Grove Health Care Center-Mukwonago (262) 363-6830
839 County Road NN East **Mukwonago** WI 53149

Muskego Nursing Home.....(262) 679-0246
S77 W18690 Janesville Road **Muskego** WI 53150

Tudor Oaks.....(414) 529-0200
S77 W12929 McShane Drive **Muskego** WI 53150

Linden Grove Health Care Center.....(262) 796-3660
13755 W Fieldpointe Drive **New Berlin** WI 53151

Shorehaven Health Center.....(262) 567-8341
1306 W Wisconsin Avenue **Oconomowoc** WI 53066

River Hills West Health Care Center.....(262) 691-2300
321 Riverside Drive **Pewaukee** WI 53072

Heartland Health Care Center – Pewaukee.....(262) 523-0933
N26 W23977 Watertown Road **Waukesha** WI 53188

Linden Grove Health Care Center.....(262) 524-6400
425 N University Avenue **Waukesha** WI 53188

The Virginia Health & Rehab Ctr.....(262) 547-2123
1451 Cleveland Avenue **Waukesha** WI 53186

Waukesha Springs Health & Rehabilitation.....(262) 548-1400
1810 Kensington Drive **Waukesha** WI 53188

**CALL MILWAUKEE INTERFAITH, (414) 291-7500, FOR
NURSING HOME COSTS, OPENINGS, AND INFORMATION
FOR SEVERAL COUNTIES.**

MOVING ASSISTANCE

Assistance with moving small amounts of items

**COOPERATING CONGREGATIONS OF WAUKESHA
COUNTY.....(262) 549-8726**
The Resettlers Inc.....(414) 265-8076
PO Box 187 Cedar Grove WI 53013 www.resettlers.com

HOME MAINTENANCE

La Casa de Esperanza.....(262) 970-0539
410 Arcadian Avenue **Waukesha** WI 53186

Service: Weatherization Program. Insulating and ventilating attics, weather-stripping, adding storm windows and doors, and replacing broken glass.

Eligibility: Low-income homeowners.

Community Housing Initiative.....(262) 650-3624
1717 Paramount Drive **Waukesha** WI 53186

Service: Home repairs, home maintenance, ramps, home loans and grants.

Eligibility: Call for eligibility guidelines.

Ram/60 Project.....(262) 524-3747
Service: Financial aid for emergency repairs and basic home improvements.

Eligibility: Income-eligible City of Waukesha homeowners 60 years and above.

Interfaith Caregiving Network Inc.....(262) 549-3348
Service: Window washing, snow removal, leaf raking, grocery shopping, storms and screens, lawn mowing, errands, minor home repairs and friendly visiting.

Cost: No charge, donations encouraged.

WHEDA.....(800) 334-6873
(Wisconsin Housing Economic Development Authority)

Waukesha City Hall (Home Rehabilitation).....(262) 524-3747
Planning Department.....(262) 524-3750

RENT ASSISTANCE/COUNSELING/MEDIATION

Hebron House.....(262) 549-8720
134 W North Street Waukesha WI 53188
Service: Case management, housing loans and assistance to find an apartment.

Housing Authority of Waukesha, Inc.
120 Corrina Boulevard Waukesha WI 53186
City of Waukesha Program.....(262) 542-2262
County of Waukesha Programs.....(262) 549-3284
Service: Administers federally funded housing programs for low-income and/or disabled older people; also provides rental assistance and public housing.

Landlord/Tenant Automated Law Helpline..... (414) 272-6952

Independence First Access - Disabled.. (414) 291-7520 #260

INSURANCE

Insurance Complaint Hotline..... (800) 236-8517

Medigap Hotline..... (800) 242-1060
Service: Provides information and counseling to Wisconsin residents on health insurance in addition to Medicare (i.e. Medicare supplemental insurance, hospital indemnity, cancer, long-term and nursing home insurance). Also, information on health insurance risk-sharing plan, group insurance continuation conversion rights, and health maintenance organization plans for Medicare beneficiaries.

Medicare Plus Choice(262) 821-4444 or (877) 333-0202

Office of the Commissioner of Insurance (800) 236-8517
P O Box 7837 Madison WI 53707 (608) 266-0110
Service: Insurance consumer publications available. To make a complaint about your auto, life or private health insurance.

Waukesha Chamber of Commerce(262) 542-4249
223 Wisconsin Avenue Waukesha WI 53186
Service: Answers questions about health insurance.
Cost: No charge.
Intake: Call with questions or to make appointment.

Partnercare.....(262) 548-7828
Service: Card will help you determine if your physician may accept Medicare assignment.

LAW ENFORCEMENT AGENCIES

ALL EMERGENCIES SHOULD CALL 911.

*** has a social worker on staff**
Village of **Big Bend** Police Department..... (262) 662-3782
City of **Brookfield** Police Department * (262) 782-6200
Town of **Brookfield** Police Department..... (262) 796-3798
Village of **Butler** Police Department..... (262) 250-5099
Village of **Chenequa** Police Department..... (262) 367-2145
City of **Delafield** Police Department..... (262) 646-6240
Village of **Dousman** Police Department..... (262) 965-4262
Village of **Eagle** Police Department..... (262) 363-7805
Village of **Elm Grove** Police Department (262) 786-4141
Village of **Hartland** Police Department..... (262) 367-2323
Village of **Lac LaBelle** Police Department (262) 567-4401
Village of **Lannon** Police Department (262) 251-4930
Village of **Menomonee Falls** Police Dept * (262) 532-8700
Village of & **Mukwonago** Police Department.....(262) 363-6434
Town of **Mukwonago** Police Department..... (262) 363-5188
City of **Muskego** Police Department (262) 679-4130
City of **New Berlin** Police Department * (262) 782-6640
City & Town of **Oconomowoc** Police Department
..... (262) 567-4401

Village of **Oconomowoc Lake** Police Dept (262) 567-4401
 City of **Pewaukee** Police Department (262) 691-0921
 Village of **Pewaukee** Police Department..... (262) 691-5678
 Town of **Summit** Police Department (262) 567-1134
 City of **Waukesha** Police Department * (262) 524-3831
Waukesha County Sheriff's Department..... (262) 548-7117

Call for Sheriff's Department for ALL towns & villages listed below:

Town of Delafield	Village of Dousman
Town of Genesee	Village of Merton
Town of Lisbon	Village of Nashotah
Town of Ottawa	Village of North Prairie
Town of Vernon	Village of Sussex
Town of Waukesha	Village of Wales

LEGAL ASSISTANCE

Legal issues to consider when a person is (or may become) incapacitated:

- The management of the persons' financial affairs during his or her lifetime;
- The management of the person's personal care, for example, medical decisions, residence, placement in a nursing facility, etc.
- Arranging for payment of long-term care-use of private insurance, Medicare, Medicaid and Supplemental Security Income (SSI)
- Preserving the family assets-ensuring that the patient's spouse and family are adequately protected; and
- The distribution of the person's assets on his/her death.

Q: When should and attorney be consulted:
 Consult an attorney as early as possible. The maximum number of planning options will be available while the patient still has the legal capacity to make his or her own decisions. The question of capacity is a gray area, and it has to be determined on a case-by-case basis.

ADA Publications Helpline..... (800) 669-3362
 Provides information on issues concerning the Americans with Disability Act.

Waukesha County District Attorney (262) 548-7071
 515 W Moreland Boulevard Waukesha WI 53188
Service: Victim/Witness Program - Offers assistance and comfort to crime victims through various services: support groups for families of homicide victims; escort and support in court; continuous update on progress of cases through justice system; information on crime victim compensation and restitution.

Immigration and Naturalization (800) 375-5283
 <http://www.ins.usdoj.gov>

Landlord/Tenant Concerns (414) 272-6952

Retired & Senior Volunteer Program.....(262) 544-9559
 310 South Street Waukesha WI 53186
Service: Guardianship

Mediation Center of Waukesha County (262) 544-1647
 414 W Moreland Blvd Rm 107 Waukesha WI 53188
Service: A volunteer professional mediator to help resolve disputes between neighbors, friends, family members, landlords and tenants, merchants and consumers, employers and employees. Spanish-speaking mediators available.
Cost: No charge for first session.

Waukesha County Dept of Senior Services ... (262) 548-7828
 1320 Pewaukee Road Room 130 Waukesha WI 53188
Service: Benefit Counseling assists in Medicare and medical bills, Social Security, Supplemental Security Income (SSI), Supplemental Medical Insurance, Housing - tenant/landlord problems, and eligibility rules in application for Title19 benefits, Spousal impoverishment laws, Reverse Mortgage counseling, Guardianship, Advance directives (living will, power of attorney health care) and Power of Attorney information, and other legal/benefit problems

Cost: No charge; however, donations are requested.
Eligibility: County residents 60 years and older.
Waukesha County Health & Human Services (262) 548-7212
500 Riverview Avenue Waukesha WI 53188
Service: Guardianship - Provides assistance with filing a petition with the court to appoint a guardian for a person who is substantially unable to care for him/herself.
Service: Protective Placement - Offers assistance in securing protective placement of persons deemed legally incompetent and who are at risk of serious harm to themselves or others. Placement may occur in their homes or in alternative settings.
Intake: Call for more details.
Eligibility: Low-income individuals/families.

AARP-American Assoc of Retired Persons ... (800) 424-3410

Alliance for Aging Research..... (202) 293-2856
Report available on Aging Health Research

Legal Advocacy Project (Women’s Center)..... (262) 896-8243
726 N East Avenue Waukesha WI 53186
Service: Provides service in obtaining restraining & harassment orders, provides advocacy with regard to domestic & sexual abuse.

American Association for Geriatric Psychiatry (301) 654-7850
7910 Woodmont Ave Bethesda MD 20814-3004

Lawyer Hotline (Wisconsin State Bar Association)
(Referral & Information) (800) 362-9082

Legal Action of Wisconsin..... (414) 278-7722
230 W Wells Street Room 800 Milwaukee WI 53203
Service: Legal advocacy services for Milwaukee County residents 60 years and older.

National Academy of Elder Law Attorneys Inc .520-881-4005

Cooperating Congregations of Greater Waukesha
..... **(262) 549-8729**
401 W. Main Street Waukesha WI 53186
Service: Paralegal assistance.

American Bar Association Commission on the Legal Problems of the Elderly..... (202) 662-8690

**LEISURE ACTIVITIES/
PARKS & RECREATION**

Call your local YWCA or YMCA and ask about their programs and facilities for older people, for example, arthritis and exercise programs, or heated pools.

Travel Tips

- Identification for your luggage-card with name, address and phone number on the inside of every piece of luggage
- Make photocopies of all important documents and keep them in different places and give one to a friend
- Keep a list of important phone numbers for all of your credit and bankcards to cancel if necessary.
- Remove all old tags from your luggage to avoid mix-ups.
- Plan you escape when you get to your room-check fire escape routes.
- Keep kids and pets safe–DO NOT LEAVE IN A PARKED CAR
- Make arrangements with the post office to hold your mail.
- Park under lights when in unfamiliar places.
- DO NOT let your guard down. Never open your motel room door for anyone without calling the front desk first and checking.

Carroll College (262) 524-7373
100 N East Avenue Waukesha WI 53186
Service: Adult Swimming, PT Assessments, theatre, music concerts, convocations, audit classes, library, F.A.C.T. sessions (Family and Caregiving Training)

Donna Lexa Community Art Centers, Inc..... (262) 521-2292
.....**Classroom (262) 521-1404**
494 W Main St Waukesha WI 53186

Service: Classes in the visual arts for seniors and adults with physical and cognitive disabilities (all medias available), outreach programs, and a gallery shop.

Cost: \$14 per class \$24 enrollment fee

Intake: Call to register - morning, afternoon, evening sessions.

Elderhostel.....(877) 426-8056
11th Avenue De LaFayette Boston MA 02111-1746

Service: Information and catalogs on Elderhostel educational programs. Scholarships available for tuition.

Cost: No charge.

Intake: Write to receive information and catalogs. Catalogs can also be inspected at the Waukesha Public Library.

www.elderhostel.org

Waukesha County Historical Society & Museum
.....**(262) 521-2859**
.....**FAX (262) 521-2865**

101 W Main St **Waukesha** WI 53186
(10 am – 4:30 pm Tues – Sat)

www.waukehsacountymuseum.org

Waukesha County Genealogical Society..... (262) 524-8683
Post Office Box 1541 Waukesha WI 53187
Services: Genealogy classes. Meet 4th Wednesday of the spring and fall months. Call for details.

Elmbrook Senior Program (262) 796-5728
(located in Elmbrook Church) www.elmbrook.org

777 S Barker Road Brookfield WI 53045

Anyone welcome.

Service: Senior Seminars: Classes for seniors. Biblical studies.

Cost: No charge for classes.

Intake: Call to register. Classes held Fridays (other than first) from 10-12 noon.

Service: First Friday Fellowship: Varied programs for senior adults followed by a fellowship lunch.

Cost: \$5

Intake: Call for reservation.

Service: Fitness Program: Monday, Wednesday & Friday from 9 - 10 am. Walking, range of motion and low impact exercise. Come, walk and meet new friends.

Cost: No charge.

Service: Faith in Action–Friendship Program visit lonely older adults.

Friendships Unlimited (262) 549-6123
336 Wisconsin Avenue Waukesha WI 53186

Service: Social & recreational center for adults who have a chronic mental illness and are on medication.

Hmong/American Friendship Assoc (414) 344-6575
3824 W Vliet Street Milwaukee WI 53208

Service: Sewing classes for elderly women

PAJ NTAUB Circle (1 – 4 pm Tues & Thurs)

La Casa De Esperanza (262) 547-0887
41 Arcadian Ave **Waukesha** WI 53186

Service: Computer classes, English as a second language, weatherization program & medical Spanish classes (WCTC classes on-site)

Service: Service Coordinator Hispanic outreach

La Casa Clinic Barstow Ave Waukesha **(262) 928-4402**

Lao Family Community, Inc. (414) 385-3380

Services: Support, translation services, problem solving

Waukesha School District Lindholm Bldg (262) 970-1003
222 Maple Ave **Waukesha** WI 53186

Service: Obtain a Lifetime Pass, which permits entry to most art, music, athletic, drama activities in City of Waukesha School District. Must be 62 years of age and live in the district.

Fee: No fee – come in person with ID & proof of age.

University of Wisconsin-Waukesha (262) 521-5445
1500 N University Dr Waukesha WI 53188

Service: Lectures, concerts, drama productions, library, art gallery. Seniors can audit credit classes for free. Many opportunities are free. Foreign films.

Cost: Seniors discount available.
Intake: Call to be included on the mailing list.

America Outdoors US Forest Service (414) 297-3693
626 E. Wisconsin Ave, #100, Milwaukee WI 53202
Service: "Golden Passport" annual entrance permits to Federal parks, monuments and recreational areas.
Cost: Fee charged: \$10 - 62 or older, must show ID.

Waukesha County Parks..... (262) 548-7801
1320 Pewaukee Road Waukesha WI 53186
Service: Discount on annual park entrance sticker for older people.
Cost: Fee charged – \$11 to the parks, 2nd vehicle ½ price
Eligibility: Waukesha County residents, 60 and older.
Intake: Purchase at park office or individual park entrances.
Services: Recreation trails, winter activities

Waukesha County Federated Library System..(262) 896-8080
.....TDD (262) 896-8089
831 N Grand Ave Suite 220 **Waukesha** WI 53186
(special needs librarian/outreach..... (262) 896-8245
Service: Volunteers deliver library materials (large print books, audiobooks, cassettes, CD, etc.) to the homebound and disabled who are unable to go to the library. Computer classes, assistive listening and print enlarging devices. 1st Writes Kits, where seniors can lean to tell their story. Also a large selection of reminiscence materials.

Wisconsin Regional Library For the Blind and Physically Handicapped (414) 286-3045
..... (800) 242-8822
.....TDD (414) 286-3548
.....Fax (414) 286-3102
813 W Wells St **Milwaukee** WI 53233 (9 am – 5pm M-F)

Waukesha Family YMCA
320 E Broadway Waukesha WI 53186..... (262) 542-2557
Service: Water exercise M-F 8:00am, Water Walking M-F 8:45am. Seniors 65 and over - membership required at \$43 per month.

YWCA of Waukesha County
306 N West Avenue Waukesha WI 53186 (262) 547-1872
Service: Senior water exercises (Golden Angels – Social Group) 1st & 3rd Fri. 10-12pm; Health promotions include exercise classes and drop in programs – 7-8 week sessions-membership required

YMCA of Pabst Farms (262) 567-7251
.....Fax (262) 244-0088
1750 Valley Road Oconomowoc WI 53066
Service: Joint Movement, Chair Fitness, Ageless Strength Training Senior Aquacise and walking, Senior Swim M-Sat, Sr. Club – Social Group Day Trips.
YMCA (Town and Country)
1101 Silver Lake Road Oconomowoc, WI 53066
Service: Water Aqua Challenge, Joint Movement, Chair Fitness, Low-impact and Ageless Strength Training, Senior Swim M-Sat, Senior Club-Social Group Day Trips

YMCA (Tri-County)..... (262) 255-9622
N84 W17501 Menomonee Ave Menomonee Falls 53051
Service: Stretch Flex and Balance, Strength Training for Seniors, Senior Combo, Senior Water Exercise, Joint Effort, Chicago Bus Trip & Fireside Christmas, Y-swimming seniors. Call for pricing.

Senior Centers
Multi-purpose and drop-in Senior Centers provide recreational, social, and educational activities for older people. Many Centers also serve as site locations for a senior lunch program.

Brookfield Senior Community Center..... (262) 796-6675
.....FAX (262) 796-6671
2000 N Calhoun Road Brookfield WI 53005
Mon - Fri 10am - 3pm

Kettle Moraine Senior Center(262) 968-6300 Ext. 326
Hwy 18 Wales WI 53183

Menomonee Falls Community/Senior Ctr (262) 255-8469
W152 N8645 Margaret Road Menomonee Falls 53051
(8am-4pm M-F)

Muskego Park & Recreation Department.....(262) 679-4108
Special programs for older adults

New Berlin Senior Center (262) 784-1396
2600 S Sunnyslope Road New Berlin WI 53151
(M – 8:30 am - 4pm, Wed 8:30 am – 12:30 pm)

Oconomowoc Area Senior Center (262) 567-4288
.....**FAX (262) 567-0273**
1306 W Wisconsin Avenue Oconomowoc WI 53066
(8am –4:30pm M–F) (Commons building-Shorehaven Health Center)

Waukesha Park & Recreation
Schuetze Recreation Center..... (262) 524-3737
1120 Baxter Street Waukesha WI 53186
(For information on City of Waukesha Senior programs)

Sussex Community Center..... (262) 246-6447
W240 N5765 Maple Avenue Sussex WI 53089
Mon - Fri 9 – 3pm

PETS

Humane Animal Welfare Soc of Wauk Cty (262) 542-8851
..... **Fax (262) 542-8853**
Service: Pet adoption, pet care, grief support group, lost and found pets, training classes, educational tours and programs, and rescue of injured animals.

The Kern Foundation, Inc
Service: Financial aid for your pet’s medical bills.
Eligibility: Income-eligible county residents willing to pay 50% of the bills and receive veterinary care from participating doctors.
Intake: Obtain a brochure from Dept. of Senior Services.
Complete an application form available from any participating veterinarian. For emergencies, ask your veterinarian for assistance in determining eligibility.

Wildlife In Need Center, Inc (262) 968-5075
W340 S2383 Hwy C Oconomowoc WI 53066
Service: Organization nurses injured animals.

Lisa’s Pampered Pet..... (262) 789-1041
Service: Bathing, brushing, clipping, free pickup/delivery. Taxi service for veterinary services. Senior discounts.

Call Department of Senior Services
for information on pet probate (262) 548-7848

SERVICES FOR PEOPLE WITH DISABILITIES

ACAP (Adaptive Community Approach Program)
..... **(262) 521-1120**
121 W Wisconsin Ave Waukesha WI 53186
Services: To enable people with disabilities to participate within their communities.

Paragon Industries (262) 782-3360
3030 Calhoun Rd New Berlin WI 53151 www.paragon.com
Services: Has exclusive group for individuals with brain injuries. Community Outings, Specialty Workshops, Therapies, Paid Work Opportunities, Daily Living Skills Coaching

The Threshold (262) 338-1188
600 Rolfs Road West Bend WI 53090
Services: Day program has 4 teams, dependent upon physical needs, assistance needs, behavior needs. One team for persons with brain injuries. Community outings, after hours recreation.
Waukesha County Department of Senior Services
..... **(262) 548-7828**
1320 Pewaukee Road Room 130 Waukesha WI 53188
Service: Home modification information and advice on home safety.
Cost: No charge.

Waukesha County Department of Health & Human Services
..... (262) 548-7212

500 Riverview Avenue Waukesha WI 53188

Service: Assessment and case management.

Cost T-19 billed for assessment and plan, otherwise no charge.

Independence First..... (414) 291-7520

600 W Virginia St, 4th Fl Milwaukee WI 53204

Service: Eligible homeowners that have person with disability in the home may be eligible for loan/grant.

Cost: Costs vary; call for details.

SPECIALIZED TRANSPORTATION

Programs subsidized through the Department of Senior Services:

ADA Paratransit (service - through entry door)

Certification/Applications (262) 548-7828

.....Fax (262) 896-8273

ADA Paratransit Reservations (414) 479-9414

.....Fax (262) 574-1839

Service: Lift-equipped specialized transportation within a narrow corridor (**approximately** 3/4 mile either side of I-94 from the city of Waukesha to Lake Michigan).

Days/Hours: Daily/Monday thru Friday 5:15am - 10:30pm;

Saturday 7:30am - 10:00pm; Sunday 10am - 7:30pm,

Eligibility: Persons with disabilities who are eligible according to the Americans with Disabilities Act (for those unable to utilize mass transit).

Reservations: Next day service.

RideLine (service – up to entry door)

Certifications/Applications (262) 548-7828

.....Fax (262) 896-8273

RideLine Reservations (262) 650-1000

.....Fax (262) 650-1029

Service: Lift-equipped vans provide specialized transportation for

disabled and older persons. Trips based on priorities: 1) medical, 2) nutrition, 3) work-related, 4) social and respite.

Days/Hours: 6:00am - 6:00pm Monday thru Friday / no Saturday or Sunday transport.

Cost: Fare determined by origin, destination and ability to pay.

Eligibility: Non-driving Waukesha County residents age 65 years and older and individuals under age 65 years who use cane, walker, crutches, wheelchair or scooter, or are legally blind.

Reservations: At least 1 to 2 days advance notice required.

Shared-Fare Taxi Program (service – up to entry door)

Service: Subsidized fares for taxi service in the communities of:

Oconomowoc, New Berlin, Waukesha, Muskego, Elm Grove, Brookfield, Butler, Hartland, Nashotah, Delafield & Merton.

Eligibility: Waukesha County residents, non-limited drivers, age 65 or older OR Waukesha County residents, non-drivers, ages 18-64 who receive SSI or SSDI.

Cost: Rider pays the first \$3.25 and any amount over \$9

Certification (262) 548-7848

.....Fax (262) 896-8273

Shared-Fare Taxi Program cardholders' are eligible for subsidized fares with the following taxi providers:

Ann Marie Ryan's Transportation Service

.....(262) 424-8294 or (262) 613-0118

Service Areas: City and Town of Waukesha, Brookfield, Delafield, Ocon., Pewaukee. Limited availability to other Waukesha County areas and outside Waukesha County.

Days/Hours: Hours vary. Reservations recommended.

Costs: Call Taxi Company for cost.

Best Cab of Waukesha (262) 549-6622

.....Fax (262) 549-1066

Service Areas: Within the City and Town of Waukesha area.

Days/Hours: 24 hours a day/7 days a week.

Cost: Fares are determined by zones.

Elmbrook Senior Taxi Inc.(262) 785-1200
Service Areas: City and Town of Brookfield, Butler, Elm Grove & into Milwaukee County Mayfair area.
Days/Hours: Monday - Friday 9am – 4:30pm;
Saturday 9am – 12:30pm.
Cost: Call taxi company for cost.

Lake Country Cares Cab Inc......(262) 695-2670
.....Fax (262) 691-1976
Service Areas: Hartland, Nashotah, Delafield & Merton area.
Days/Hours: Monday – Friday 8:30am-5:00pm
Cost: Call taxi company for cost.

New Berlin Senior Taxi.....(262) 814-1611
Service Areas: City of New Berlin to Brookfield Square, to Mayfair area, West Allis Hospital.
Days/Hours: Monday - Friday 9am - 4:30pm
Cost: Call taxi company for cost.

Oconomowoc Silver Streak Inc.....(262) 567-6404
.....Fax (262) 569-3238
Service Areas: City and parts of the Town of Oconomowoc and parts of the Town of Summit.
Days/Hours: Monday - Friday 8:30am - 5pm;
Cost: Call taxi company for cost.

Senior Shuttles (call for additional information)

Menomonee Falls Senior Shuttle Reservations
.....(262) 251-4230
.....Fax (262) 251-4291
N87 W17391 Main Street Menomonee Falls WI 53051
Service: Bus transportation within Village of Menomonee Falls
Days/Hours: Tuesday, Wednesday: 9am - 2pm & 4pm to 5pm, Friday: 9am - 2pm; 1st Thurs to Brookfield Square 9 am – 2 pm
Cost: Call for one-way trip cost. \$1
Eligibility: Ambulatory, Village of Menomonee Falls residents 60 years of age and older.
Reservations : 24 hours notice required.

Sussex Senior Shuttle.....(262) 246-6447
Fax (262) 246-6337
W240 N5765 Maple Ave Sussex WI 53089
Service: Semi-fixed route. Bus transportation within the Town of Lisbon & Village of Sussex with designated bus stops, some exceptions.
Days/Hours: Monday & Thursday 9am - 1pm 3rd Tuesday to a shopping mall - 9am - 2pm, 1st & 3rd Monday to Wal-Mart.
Cost: \$2 round trip
Eligibility: Ambulatory residents of Village of Sussex & Town of Lisbon who are 60 and older.
Reservations: No reservations needed.
Email: commcenter1@wi.rr.com
Other Specialized Transportation Services:

Elmbrook Memorial Hospital
Reservations for courtesy car or van (262) 785-2400
..... Fax (262) 785-2415
19333 W North Avenue Brookfield WI 53045
Service: For Elmbrook Hospital discharges or outpatient treatment at Elmbrook Memorial Hospital and Professional Building.
Days/Hours: Mon-Fri 8 am-4: 30pm; Sat 10 am-1 pm.
Eligibility: Courtesy car reservations MUST be made by individual physician's offices or outpatient departments. Individual may call for wheelchair van service. Courtesy car does not go to medical office building. Van goes to both.

Interfaith Caregiving Network Inc(262) 549-3348
.....Fax (262) 549-0436
210 NW Barstow #101 Waukesha WI 53188
Service: For ambulatory persons in need due to aging or disability – depends upon availability of volunteers. (No wheelchairs)
Airport Connections to General Mitchell Airport and other airports (414) 769-2444
..... (800) 236-5450
Cost: Call for rate.
Reservations: 24-hour notice recommended.

City Express.....(262) 542-8861
.....**(800) 236-2028**

Service: Waukesha to/from Midway; Waukesha to/from Milwaukee; Waukesha to/from Chicago O'Hare
Costs: Call for rates

Waukesha Metro Transit.....(262) 524-3636
.....**Fax (262) 524-3646**

2311 Badger Drive Waukesha WI 53188
Service: Fixed route system for persons able to use mass transit buses. Serves City & Town of Waukesha, City & Town of Brookfield & Pewaukee. Most buses are equipped with lifts for wheelchairs.
Days/Hours: Monday - Friday 5:30am - 10:30pm; Saturday 8:00am - 10:00pm; Sunday 9:30am-7:15pm

Waukesha Metro Lift
Certification: for persons with disabilities **(262) 524-3636**
Reservations: At least one day in advance..... **(262) 524-3635**
.....**Fax (262) 524-3646**

2311 Badger Drive Waukesha WI 53188
Service: Curb to curb service for the City & Town of Waukesha; City & Town of Brookfield; and Pewaukee
Days/Hours: Monday through Friday 5:30am - 10:30pm; Saturday 8am - 10pm; Sunday 9:30am-7:15pm
Cost: Call for trip cost.

ADA Paratransit-Certification/Applications....(262) 524-3636
Reservations (next day service):.....(262) 524-3635
.....**Fax (262) 524-3646**

Service: Lift-equipped specialized transportation within a narrow corridor (approximately ¾ mile either side of I-94 from the city of Waukesha to Lake Michigan).
Days/Hours: Daily/ Mon – Fri. 5:15 am to 10:45 pm; Sat 7:30 am-10:15 pm; Sun 10:00 am-7:45 pm.
Eligibility: Persons with disability who are eligible according to the ADA (for those unable to utilize mass transit).

Waukesha County Volunteer Trans Service.....(262) 548-7284
.....**Fax (262) 548-7656**

500 Riverview Drive Waukesha WI 53188
Service: For clients of Waukesha Cty Health & Human Svcs.

ProHealth Care Transportation Services(262) 928-7618
(Waukesha and Oconomowoc Memorial Hospital/Clinics)
.....**Fax (262) 542-3587**

725 American Avenue Waukesha WI 53188
Service: Last resort service for clients using Pro Health Care medical & health care programs at Waukesha Memorial Hospital, Oconomowoc Memorial Hospital, all Waukesha and Oconomowoc Medical Centers & Oconomowoc Adult Day Care.
Days/Hours: Monday - Friday 6:00 a.m. - 6:00 p.m.
Cost: Call for information.
Eligibility: Requests Screened. Only accessible through department or facility staff.
Reservations: 2 working days in advance.
Ask about a prepaid transportation voucher for medical purposes to other locations outside of ProHealth Care facilities.

Providers of Specialized Transportation for Title 19 and Private Pay:

Curative Care Network.....(414) 479-9414
.....**Fax (262) 574-1839**

Lifestyles-Medical & Leisure Transportation....(262) 542-5543
Wheelchair accessible transportation. Available weekends and holidays. Service area within 200-mile radius of City of Waukesha.

Meda-Care Vans of Waukesha, Inc.(262) 650-1000
.....**Fax (262) 650-1029**

For additional Specialized Transportation providers:
Look in the Yellow Pages under Transportation - Service for Disabled, or Transportation - Ambulance Service.

Rental Vehicles:

Wheelchair Getaways of Wisconsin, LLC.....(866) 748-3004
Wheelchair accessible vehicles rented on a daily, weekly and monthly basis.

VOLUNTEER OPPORTUNITIES

Elmbrook Church.....(262) 796-5724

777 S Barker Road Brookfield WI 53045

Service: Opportunities to be a part of a small group that fosters friendship and training for volunteer outreach.

Cost: Free

Intake: Call (262) 367-5540 and ask for information on Faith in Action.

Interfaith Caregiving Network Inc.....(262) 549-3348

.....**Fax (262) 549-0436**

210 NW Barstow #109 Waukesha WI 53186

Service: Volunteers provide friendly visiting, telephone reassurance, chores services, transportation, etc.

Retired & Senior Volunteer Program(262) 544-9559

.....**Fax (262) 544-5307**

310 South Street Waukesha WI 53186

Service: Part-time volunteers work in local, non-profit and public health service, recreational and educational agencies.

Elder Peer Volunteer Support Program(262) 544-9559

.....**Fax (262) 544-5307**

310 South Street Waukesha WI 53186

Service: Volunteers give support to a vulnerable older person.

Volunteer Center of Waukesha County, Inc.....(262) 544-0150

2220 Silvernail Road Pewaukee WI 53072

Service: Volunteers work in non-profit service agencies in Waukesha County.

Intake: Call or walk in to make an appointment for registration and referral.

Waukesha County Dept of Senior Services.....(262) 548-7848

.....**Fax (262) 896-8273**

1320 Pewaukee Rd Room 130 Waukesha WI 53188

Service: Volunteers - set-up, serve, pack meals, register, etc., at senior lunch center sites in the county; deliver meals to the homebound or bring people to lunch center to eat; assist individuals sort through bills, Medicare, legal issues, social

security, etc.; visit older adults to serve as a companion; help with record keeping, newsletter, public speaking, typing, filing, etc.; interview older adults who may need services; greet visitors and direct them to office or departments.

Intake: Call the Volunteer Program Specialist for more information (262) 548-7829.

Waukesha County Parks & Land Use Department

.....**(262) 548-7801**

1320 Pewaukee Road Waukesha WI 53188

Service: Volunteer work at county parks and Retzer Nature Center.

INFORMATION LINES

The following are numbers you can call for special information, to request help or to report suspected cases of illegal activity (in some cases).

American Assoc for Geriatric Psychiatry and Mental Health

Foundation (301) 654-7850

American Association of Retired Persons (800) 424-3410

Elderly Legal Assistance Program..... (800) 424-3410

American Bar Association Commission on Legal Problems of the Elderly..... (202) 662-8690

American **Cancer** Society..... (800) 227-2345

American Council of the **Blind**..... (800) 424-8666

American **Diabetes** Association (800) 342-2383

American **Dietetic** Association (Dietitians)

Nutrition Information Line..... (800) 366-1655

American **Health** Assistance Foundation (800) 437-2423

American **Heart** Association (800) 242-8721

American **Parkinson's disease** Association..... (800) 223-2732

American **Speech/Language/Hearing** Assoc.... (800) 638-8255

American **Tinnitus** Association (800) 634-8978

ALS Association (SE WI Chapter)
(414) 771-9400

Arthritis Foundation of Wisconsin (800) 242-9945

Association for the Rights of Citizens (ARCH) . (262) 542-9811
with **Handicaps**

A T & T Language Line Service (interpreter)..... (800) 752-6096

Auto Safety Hotline..... (800) 424-9393

Bader Association of the **Blind**..... (414) 258-9200

Better **Hearing** Institute (800) 327-9355

Brain Injury Association of Wisconsin..... (800) 882-9282

Bureau for the **Blind**..... (888) 879-0017

Caregard.....(414) 727-1946

Center for the **Deaf & Hard of Hearing** (262) 790-1040

Center for the Study of **Pharmacy and
Therapeutics** for the Elderly (410) 706-2434

Children of Aging Parents..... (800) 227-7294

Consumer Product Safety Commission..... (800) 638-2772

Council of Better Business Bureaus (703) 276-0100

Credit Card Fraud/No Call List (Bur of Protection)(800) 422-7128

Disabled American Veterans (202) 554-3501

Disabled Education Programs Information..... (800) 424-8567

Eldercare Locator Line (800) 677-1116
(to locate services for elderly in other US cities
call between 9am-7pm ET)

Elderhostel..... (877) 426-8056

Environmental Protection Agency (800) 490-9198

Equal Employment Opportunity Commission (800) 669-3362

Equal Rights Division (Advocacy)..... (414) 227-4384

Federal Information Center..... (800) 688-9889
(for information from or about more than 125 federal
government agencies and departments)

First Call for Help (211)..... (262) 547-3388

Grandparents United.....(904) 223-0559

HIV-AIDS Information Services (800) 448-0440

Housing Discrimination Hotline..... (800) 669-9777

Huntington's Disease Society of America (800) 345-4372

Immigration and Naturalization.....(800) 375-5283

Indian Health Service..... (301) 443-3593

Infosource (University of WI Extension)..... (414) 290-2450
(answers questions on home, family etc, 24 hours a day)

Insurance Complaint Hotline..... (800) 236-8517

International **Tremor** Foundation..... (913) 341-3880

Lawyer Hotline of WI (Referral & Information) (800) 362-9082

Legal Council for Elderly – AARP (202) 434-2120

Legislative Hotline (800) 362-9472

Leukemia & Lymphoma Society (800) 955-4572

Lifeline Sales & Service Center (888) 669-2273

Lupus Foundation of America Info Line (800) 558-0121

Medic Alert Foundation..... (800) 432-5378

Medicare (Wisconsin - Part B)..... (800) 944-0051

Medicare (Carrier) - Administar Federal (800) 270-2313
Durable Medical Equipment (glasses, prescriptions,
diabetic supplies)
Fraud (Inspector General of US)..... (800) 447-8477

Medigap Helpline (800) 242-1060

Mobile Home Complaints Dept. of Commerce ... (608) 576-6224

National Academy of Elder Law Attorneys (520) 881-4005

National **STD & AIDS** Hotline (CDC)..... (800) 342-2437
 TTY (800) 243-7889
 Spanish..... (800) 344-7432

National **Arthritis and Musculo Skeletal & Skin Disease** Information Clearinghouse (877) 226-4267

National Asian Pacific Center on Aging..... (206) 624-1221

National Association for **Continenence** (800) 252-3337

National Association of the **Deaf** (301) 587-1788

National Association for Hispanic Elderly (626) 564-1988

National **Cancer** Institute..... (800) 422-6237

National Caucus/Center on Black Aged, Inc (202) 637-8400

National Center for **Vision** and Aging (Lighthouse)
 (800) 334-5497

National Council on **Alcoholism and Drug Dependence** (800) 622-2255

National **Diabetes** Information Clearinghouse
 (NIH) (800) 860-8747

National **Digestive Diseases** Information
 Clearinghouse (NIH) (800) 891-5389

National **Domestic Violence** Hotline (800) 799-7233

National Family Caregivers Assoc..... (800) 896-3650

National **Hospice & Palliative** Care Organization..... (800) 338-8619

National Institute on **Aging** (also Spanish)..... (800) 222-2225
 Fax (301) 496-1072

National Institute on **Mental Health** (800) 421-4211

National Institute of **Neurological Disorders/Stroke**s
 (800) 352-9424

National **Kidney** Foundation of Wisconsin (800) 543-6393

National **Mental Health** Association..... (800) 969-6642
 Spanish (800) 969-6642

National **Multiple Sclerosis** –Waukesha (800) 344-4867
 Spanish (800) 344-4867

National **Osteoporosis** Foundation (202) 223-2226

National **Stroke** Association (800) 787-6537

Native Elder Health Care Resource Center..... (303) 315-9228

Office of Disease Prevention and
 Health Promotion (NHIC) (800) 336-4797

Parkinson's Disease..... (800) 972-5455

National Association for Hispanic Elderly (213) 202-5900

SeniorCare Prescription Drug Asst Program (800) 657-2038

Senior Net (computer literacy) (800) 747-6848

Simon Foundation (Incontinence)..... (800) 237-4666

Social Security (800) 772-1213

Social Security (local) (262) 542-7253

The **Skin Cancer** Foundation..... (800) 754-6490

Veterans' Affairs (800) 827-1000

Wisconsin Association of Homes
 and Services for the Aging..... (608) 255-7060

Wisconsin Council of the **Blind** (800) 783-5213

Wisconsin Division of Motor Vehicle..... (414) 266-1000

Wisconsin **Guardianship** Support Center..... (800) 488-2596

Wisconsin Legislative Hotline (800) 362-9472

Wisconsin State Bar Association (800) 362-9082

WEB SITES/ON-LINE INFORMATION

There are many Internet sites specializing in age-related topics. Here are some to get you started:

AARP www.aarp.org

Rights of Nursing Home Residents www.aarp.org/getans/rights.htm

Administration on Aging www.aoa.dhhs.gov

Age Net www.agenet.com

Alzheimer's Assoc–Southeastern WI www.alzheimers-sewi.org

American Heart Association www.americanheart.org

American Stroke Association www.strokeassociation.org

Assisted Living Info www.assistedlivinginfo.com

Benefits Checkup www.benefitscheckup.org
..... www.benefits.com

Caregiving.Com www.caregiving.com

CareGuide www.careguide.com

Center for Family Caregivers
. www.familycaregivers.com or www.caregiving.com

CareSource www.caresource.com

Children of Aging Parents (CAPS) www.caps4caregivers.org

Caregiving Coping www.bhoffcomp.com/coping/

Department of Senior Services <http://senior.waukeshacounty.gov>

Eldercare Locator www.aoa.gov/eldercare

Eldercare Online www.ec-online.net

Elder Planning Café www.elderlifeplanning.com

Family Care America www.familycareamerica.com

Family Caregiver Alliance www.caregiver.org

Family Caregiver Resource Line of Waukesha County
..... www.waukeshacounty.gov

Foundation for Health in Aging www.healthinaging.org/

Home Care Organizer www.homecareorganizer.com

Homecare Online www.nahc.org

Immigration and Naturalization www.ins.usdoj.gov

Interfaith Caregiving Alliance
..... www.execpc.com/dstevens/interf.htm

Medicare www.medicare.gov

National Council on Aging www.ncoa.org

National Family Caregivers Association www.nfcacares.org

National Foundation for Depressive Illness www.depression.org

National Institute on Aging www.nia.nih.gov

National Mental Health Association www.nmha.org

National Osteoporosis Foundation www.nof.org

National Weather Service Ofc
www.crh.noaa.gov/mkz/orthlnks.htm

Social Security Administration www.ssa.gov

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